OPERATIONS MANUAL
RULES AND STANDARD OPERATING PROCEDURE
Revision 08 01st July 2017

Welcome on board! This document will outline the general operating procedures and rules you should know when flying with DLH Virtual.

Contents

About us

Founders of DLH Virtual

- Kristof Pencik/CEO
- Chris McWilliams
- Vivek Sheth

DLH Virtual was founded on September 3rd, 2013 and is proudly based on a well-known German airline. Our virtual airline boasts a diverse pilot roster, with members from all parts of the globe who have varying levels of experience in flying. We are growing each day, with operations expanding to levels much higher than what we started out with. We are happy to provide our pilots with a custom kACARS and a smartCARS system so that they find filing pilot reports as small a hassle as possible.

At DLH Virtual, we make our presence felt across a wide range of operations, from scheduled passenger flights to charters, cargo operations and even unique tours, challenges and group flights tailed to best suit our aviation enjoyment.

Mission Statement

Our mission is to become the best virtual airline possible. We realise to do so, staff and pilots must work together, hand in hand as a team and this is what we aim to do at DLH Virtual. We organise events, group flights and tours in order to make flying with us an enjoyable experience yet transform this hobby into a serious learning curve as well. For our Beginners we offer also Trainings Lesson.

Why DLH Virtual?

DLH Virtual offers more than 5000 Routes according to Real World Lufthansa, Lufthansa City Line, Eurowings, Aerologic, Lufthansa Cargo, Air Dolomiti, Edelweiß, Austrian and Swiss Timetables.
Also a retro Fleet is offered to our Pilots.

The founders collectively decided to name the new VA - **DLH VIRTUAL** – which is incorporates the official call sign of Lufthansa (DLH).

Unfortunately Lufthansa isn't really interested in sponsoring or accepting any VA. Hence the name – DLH Virtual – without mentioning Lufthansa.

Nevertheless, the founders decided to operate this VA in line with the operations of real world Lufthansa. This means using real world timetables and aircraft.

A virtual airline for every kind of pilot

Rules and Regulations

1. After your registration has been accepted, you should make your **first flight within 48 hours**. If this is not possible please get in contact with your Hub Manager or any other staff member.

2. To remain active on the roster you have to fly at least **3 flights or 5 hours**(whichever comes first) **in the previous 30 days**.

Whenever you can't make the minimums you should contact your Hub Manager or one of our staff members. Also on our website you find a LOA (Leave of absence) sheet. Just fill it out and submit it. If you are not active, not filed a LoA or we didn't hear from you, your account may be deleted.

3. **The following rules are mandatory:**
   a. Time acceleration is not permitted
   b. Slewing (Slew mode) is not permitted
   c. Mid Air-refuelling is not permitted.
   d. Your landing rate must be below -550fpm.

Landing Rate Limits

Your Landing Rate is below -550fpm -> Everythings fine, Pirep will be accepted.
Your Landing Rate is above -550fpm but below -750fpm -> Pirep will be rejected, but you are allowed to file a Manual Pirep.
Your Landing Rate is above -750fpm -> Pirep will be rejected, No manual Pirep is allowed

Flight Operations and How to Fly

As a pilot at DLH Virtual, you have access to two of our custom ACARS**: kACARS** and **Smartcars**

Both of them can be found on our download page in the "Cloud Pilot Center"**.**

FSUIPC/ and Microsoft .NET Framework is needed to use the ACARS software's. Should you have any problem using or getting the ACARS to work, kindly get in touch with a staff member who'll be able to help you.

Link for FSX / FSXSE / Prepar3D V2.5, 3.0 3.1 and FS2004

Link for X-Plane

How to Book a Flight

1. At our Website sign in with your DLH Pilot ID **or** Email address and password.

2. You will find the "Cloud Pilot Center".

3. On your left, you will find several menus. Click FLIGHT OPERATION`s' / BOOK A FLIGHT to find a convenient flight for you. You may fly it anytime within 24 hours from booking. After 24 hours your flight will be deleted. It is not allowed to reserve more than one flight.

4. You can also use our "Booking Map" in the Flight Operations Menu to book your flight. Click on one white dot. Then you will see all scheduled flights shown as green lines. When you click on another airport of your choice, all flights scheduled between the two airports will be shown. Click on DETAILS and you can book your flight.

5. NOTE: You may fly any aircraft you would like as long as it is similar to the scheduled aircraft. For example, if an A319 is scheduled, you may fly an A320, A321, ERJ or B737, but you are not allowed to fly a B777 when an A320 is scheduled! In that case your Pirep will be rejected.

How to Fly Using DLH Virtual's kACARS

1. Download and install our custom kACARS from the [Downloads Center](#).

2. Once the installation is completed, log in into kACARS with your pilot ID and password

3. After booking your flight via the "Cloud Pilots Center", start your Flight Simulator and prepare your flight by loading up the correct amount of fuel for the flight, passengers, cargo and doing the necessary pre-flight procedures.

4. When you are ready for push back, switch back to kACARS, click on 'Connect to FS' and on 'Get Flight Info'.

5. Enter your cruising flight level i.e. '33000'. It can be changed during the flight as required

6. If you see 'Aircraft out of service' in red under 'Get Flight Info,' notify a staff member immediately and we will be glad to help you out.

7. If everything goes correct click on 'Start Flight' and continue the flight as you normally would and your flight will be recorded by the ACARS.

8. At the end of the flight, when you have set the parking brakes and shut down the engines, navigate to the kACARS and click on 'Stop Flight' and then click on 'File PIREP'.
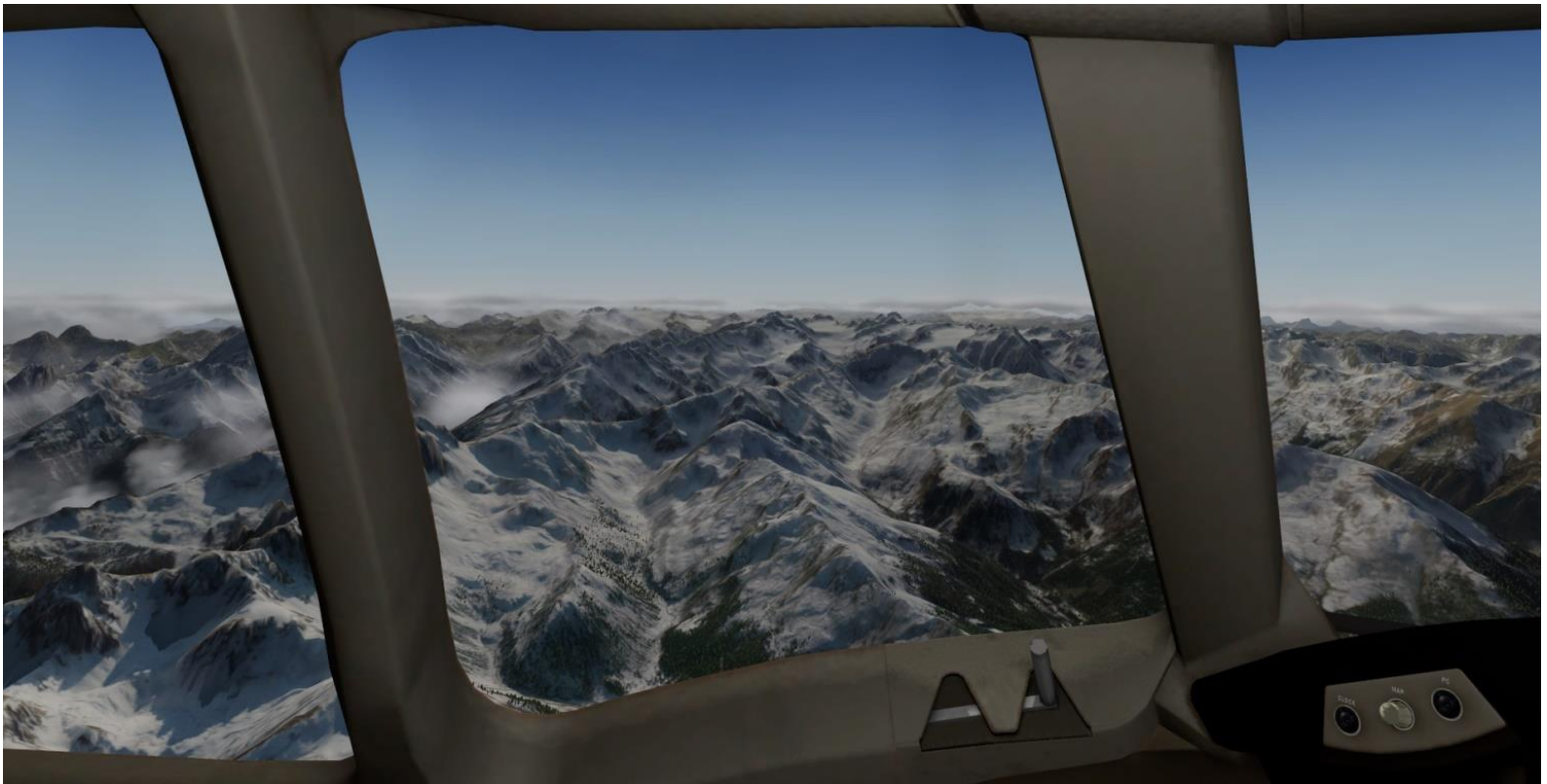
That's it! Congratulation! You have completed your flight with DLH Virtual!

How to Fly Using DLH Virtual's smartCARS

1. Download and install smartCARS from the [Downloads Center](#).

2. Once the installation is completed, log into smartCARS with your pilot ID and password.

3. After booking your flight via the "Cloud Pilots Center", start your Flight Simulator and prepare your flight by loading up the correct amount of fuel for the flight, passengers, cargo and doing the necessary pre-flight procedures.

4. When you are ready for push back, switch back to smartCARS, click on 'Flights' select your Flight and click on 'Fly'

5. Enter your cruising flight level i.e. '33000'. It can be changed during the flight as required.

6. Enter network you're flying on (Offline, VATSIM or IVAO), route (optional) etc.

7. Click on start and proceed with your flight.

8. At the end of the flight, when you have set the parking brakes and shutting down the engines, navigate to the smartCARS and click on "Finish" and "File PIREP"

That's it! Congratulation! You have completed your flight with DLH Virtual!

How to File a Manual Pirep

Whenever your landing rate is higher then -550fpm but below -750fpm, your Flight Simulator crashed near your Arrival Airport or you are requested to do so by a Staff you have the chance to file a manual pirep.

Please note that maximum 10 manual Pireps per Month are allowed.

Only 3 manual Pirep's consecutive are permitted.

1. Go to "Flight Operations" –> "View your Bids".
2. Check that your Flight is still there, otherwise just book it again.
3. On the right side select "File PIREP"
4. Some fields are now prefilled.
5. Enter the amount of fuel used.
6. Enter your flight time.
7. Route is optional.
8. In comments you just write the reason for filing a manual Pirep.(Mandatory!!!)
9. Then submit the Pirep and you're done.

That's it! Congratulation! You have completed your flight with DLH Virtual!

Pirep acceptance

Every Pirep has to be check by a Staff Member. We try our best to do this as soon as possible.
But in some case it can take some hours. Don't wait for it - just continue flying.

When something is wrong with your Pirep we will write a comment to your Pirep and you will be informed by e-mail. When you don't receive an e-mail -> everything is OK

How to Use the Flight Briefing System for OFP

1. Make sure you are "signed in" on our website.

2. Then head over to the cloud pilots center and book a flight.

3. After that go to "View your bids" under Flight Operations then you should see your booked flight.

4. Then under options click on "Pilot Brief".

5. Last click on "Generate a Flight Briefing using simbrief" and you're done.
   Check a Demo Flight Briefing package here.
   Note: Please make sure you have an account on Simbrief and you will be good to go!

Awards

DLH Virtual offers a variety of awards. You will receive an award after your first 10 flights, 100 hrs and so on. For all Tours you will get an award as soon as the Tour is successfully completed. If you ever think

you're missing an award, please contact your Hub Manager or any other staff member. They will be glad to give you this award!

Tours

DLH Virtual offers a variety of Tours to their pilots.

1. Go to "Cloud Pilot Centre"
2. Then hand over to " Flight Operations"
3. Select "Tours"

In this menu you see all Tours available. Just click on "Details" and then you have to sign up for the "Tour". You don't have to fly your Tour Legs continuously. On most Tours we do offer flights back to our hubs and then you can go on with your Tour whenever you want. When filing the last Pirep of a Tour Leg -> Please mention in the comment box that this was the last Tour Leg of the Tour XY!
After you have finished the Tour you will get the appropriate Tour Award.

Every Tour has a progress bar where you can see the status of this Tour. Don't be nervous when a Pirep is accepted and you don't see it green here. It takes some time for the system to refresh this.

Challenge's

Challenges are usually posted anytime during the month. The challenges are basically to fly into some tricky airports or else maybe some passengers are stranded at some airport. DLH Virtual offers special flights to these airport i.e. Champions-league game Borussia Monchengladbach vs. Manchester City at 19:45z here at Monchengladbach. There are a lot of Fans from Manchester missed their flight today. Can you bring them to the Match???

Group Flights (VATSIM / IVAO)

We are holding various Group Flights to different Airport's around the World.
An invitation with all information will be posted in our News and on our Facebook page. If you need VATSIM / IVAO training let our Trainer Team know via email. Sign up for a trainings class or feel free to send a Help Desk Ticket. They will be glad to help you.

Help Desk

You will find the Help Desk on the main website and also in the "Cloud Pilots Center" under "Community".
Use this feature whenever you are in need of assistance. Our staff will get back to you as soon as possible!!!

Facebook

DLH Virtual hold an own Facebook Group. Feel free to join us CLICK ME
There you will find some announcements concerning News/Tours/Challenges/...
Also you can find nice pics from all our Pilots.

TeamSpeak 3

We have our own TeamSpeak 3(TS3) server for pilots to get in contact and interact with staff and fellow pilots. We welcome all our pilots to join our TeamSpeak Server. Feel free to hop in and have a chat whenever you want! You are recommended to use TS3 as a staff is usually online and this is the fastest way to get help whenever you need.

Here's how to join out our TeamSpeak 3 server:

1. Download and install TeamSpeak 3 : http://www.teamspeak.com/?page=downloads

2. 'Log in' on our website, Go to Cloud pilots center then head over to Community.

3. You will see "Connect to TeamSpeak". Click on this and hit on launch.

4. Your browser will now open TeamSpeak 3 and you will automatically be connected to our TS3 server.

Note: Please do not share the TeamSpeak server address to Non Pilots of DLH Virtual

(Auto) Flight Assignment

If you don't know where you want to fly next, you can activate this feature yourself.

Go to "Cloud Pilots Center" -> "Flight Operations" ->"Assigned Flights".

There you will find "Advanced Settings" -> click on it.

Here you can adjust your assignment as you like. When you are ready click "save Settings".

After that you can click on "Generate New Assignment" and the system will give you a Flight proposal.

On special request an OPS Manager can also dispatch a flight for you. Feel free to contact them on the way you like (Facebook, E-Mail, TeamSpeak3, Help Desk)

Flown Route Map

Cloud Pilot Center -> Profile; Here you can see all your completed flights graphically on an Map displayed.

Staff Team

Our actual Staff Team can be found here.

Adding charter flight

First of all you must have 50 Hours in your Logbook that this Module is switched to active for you.
A maximum of **10 Flights per month** are permitted.
If you don't find an appropriate flight in the schedule or you want to generate your own flights from somewhere to anywhere with i.e. B747, you can do it this way. It is a bit tricky due to flight numbers.
Free Flight numbers can be found in the Cloud Pilot Center -> Flight Operations -> "Already Created Charter Numbers". Choose a free number between 10000 & 12000

1. Sign in with your DLH Pilot ID **or** Email ID and password on our website.

2. At the "Cloud Pilots Center" go to "Fligth Operation" -> "Charter a flight"

3. A form sheet will pop up. Click on the grey bar stating: "Add new Charter"

4. Fill information for:
   - Flight Number
   - Departure Airport
   - Arrival Airport
   - Departure Time
   - Arrival Time
   - Aircraft Type

5. Very important now: Set a cross at "Available?" at the bottom of the form.

If everything works fine, you will be guided to the next window that states: The flight i.e. "CH10002" was successfully added to your list.

Your flight is displayed below. You can directly book it from here.

Online Flying on VATSIM or IVAO

DLH Virtual does not force its pilots to fly online, but you are more than welcome to do so.
We are an official VATSIM and IVAO Airline.
Pilots who are unfamiliar on how to fly or use these online networks are more than welcome to attend training sessions held by our Training Academy Team. These training sessions are available on request. Contact our Trainer Team for more information.
   Once again, it is NOT compulsory to be a member of the VATSIM or IVAO networks to join DLH Virtual. We also accept offline flights.

Transfer Hours

DLH Virtual credits pilots with max of 250 transfer hours and rank change upon the first Flight is done. If you have any Queries regarding this matter, kindly get in contact with a Staff Member.

Academy

You can find our DLH Academy at the "Cloud Pilots Center" under "Community"
In the Academy you can sign up for Trainings, Practical exams and Theoretical exams.
Also you can find some Material for Study.

When you have signed up for a Training one of our Trainer will get in contact with you.
For practical exams like Type ratings or ATC Exam you'll get one of our academy awards.

Screenshot Centre

We also offer you a Screenshot Centre. It can be found on our main Website under Cloud Pilot Centre or in our Cloud Pilot Centre itself in the topic "Community" Here a direct Link -> Click me
When a picture is uploaded a staff must approve it first before it comes visible to all pilots.

You can vote for the best picture by opening the picture and click "boost Rating" .
The most boosted picture will be posted every week as our Facebook Banner and with a little bit of luck maybe also as Website or Teamspeak Banner.

News

We offer you all up to date Information's in different categories.
Short Notice Information's are available at the bottom of the Cloud Pilot Centre.
Information's splinted up can be found under the Topic "News".
Here you find Info's for upcoming Group Flights (Events), New Destinations & Routes (Operational News) and many more. Also the current Academy Schedule is available. Each Hub Manager also got an own site where he offers you actual Information's and tips.

Others

Once again. It is not necessary to wait that your Pirep is accepted. You can start your next flight whenever you want.

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