Standard Operating Procedures

Introduction

Our History

The roots of ProFlight Virtual trace back to the early 2000s, officially branding our group in 2006 by three best friends: Andy, Chris, and Alex. In 2025, Chris D. joined to complete our four-person staff team. Historically an invite-only group, recent system upgrades have finally allowed us to open our doors to passionate applicants aged 18 and older.

Our Fleet & Operations

Our ever-expanding fleet ranges from single engine turboprops to four-engine airliners operating flights ranging from general aviation part 91 short hops to part 121 passenger and cargo flights.

What Sets Us Apart

While realism and piloting skills are central to our operations, our highest priority is *friendship*. We are more than callsigns on a radar screen; we are a tight-knit community that actively hosts group flights, events, and casual Discord hangouts. We pride ourselves on being great pilots, but even better friends.

Membership & Experience

Real-world pilot certificates are welcomed but never required. Whether you have thousands of real-world flight hours or are a dedicated desktop aviator, bringing a professional attitude and commitment to our core values is all you need to find a home at ProFlight Virtual.

Purpose, Scope and Operating Philosophy

This document provides the framework for joining and operating with ProFlight Virtual.

Though we are a recreational, not-for-profit, organization, we expect our members to conduct every flight with a high degree of realism and strict regulatory adherence.

Our culture is built directly upon the core values that define our name, **PROFLIGHT**:

- **PROFESSIONAL, RESPECTFUL, OPEN-MINDED, FRIENDSHIP, LEARNING, INTELLIGENT, GENUINE, HUMILITY, TEAM-PLAYER**

By following procedures set forth in this document, you ensure we maintain our high standards of simulation while enriching the experience for your fellow pilots.

Membership Eligibility Requirements

All applicants must meet the following minimum requirements to be eligible for membership:

- Minimum age of **18 years**.
- Ability to communicate respectfully in the English language.
- A valid e-mail address.
- Pass entrance exam.
- Microsoft Flight Simulator 2024 or X-Plane 12.
    - MSFS 2020 is no longer supported, use at your own risk.
- Ability to install and run ProFlight ACARS Software.
- Adherence to ProFlight rules and codes.

NOTE: Meeting these minimum requirements does not guarantee acceptance.

Participation

Activity Requirements

To encourage an active community, pilots must complete at least 1 flight every 90 days to remain active. Being placed on leave is not a disciplinary action; however, you will not be able to fly until you are placed back in active status.

Pilots that are placed on leave must open a support ticket to return to active status; refer to the Support section for the support ticket process.

Continued Evaluation

All applicants, new-hires, members and staff remain subject to the ProFlight Code of Conduct, Standard Operating Procedures, and Privacy Policy. By joining or continuing to participate, members agree to comply with the SOP and Code of Conduct and acknowledge the Privacy Policy.

Additionally, ProFlight Staff retain the discretion to assess a participant's suitability for the ProFlight community at any point. The grounds for these decisions are not limited to a published list, and staff need not disclose internal deliberations.

Code of Conduct

ProFlight is more than just our systems and our house made tools. It's about community and fostering a space to share our love for this hobby. As a pilot for ProFlight, you represent organization; therefore, we hold you to an even higher standard when operating in public. Members and discord visitors must adhere to the ProFlight Virtual Code of Conduct.

Onboarding Process

Application and Registration.

1. Pass Entrance Exam with a score of *80%* or better.

   You will receive an e-mail notification and placed in FO IOE (First Officer - Initial Operating Experience) status.
2. Complete registration with the link provided in the acceptance e-mail.
3. Optionally, join Discord via the link provided on the website navbar → Community section.
   a. Link your discord account under your Pilot Profile to obtain Crewmember privileges.

IOE flights

4. Complete 3 IOE flights.

   NOTE: A new hire will have limited site access until completing the assigned IOE flights.

Depart	Arrive	Block
BOS	DCA	1:45
MSP	MDW	1:30
LAS	SAN	1:10
	TOTAL	4:25

IOE Flight Operating Restrictions and Scoring:

- *Should* be operated in real world weather conditions.
- Scores of less than 100 *must* be reviewed before they are approved.
- *All* PIREPS are subject to review regardless of score to verify they meet ProFlight expectations.

Probationary Period

5. Satisfy Probationary Period
   a. The probation period will last for a minimum of 30 days since first PIREP has been approved and all IOE flights have been completed and approved.
   b. During probation, financial and operational penalties for aircraft incidents caused by a new hire are removed to protect the new hire, airline, and established members.

Full Member

Upon successful completion of all IOE Flights and the 30-day probationary period, a pilot will be formally accepted as a full member of ProFlight virtual.

Progression and Finances

Disclaimer: All pilot pay, virtual currency, charges, ranks, ratings, awards, and progression are fictional and have no real-world monetary value. They cannot be redeemed for cash, transferred as property, or claimed as wages or compensation.

Ranks

Except for Check Airmen, ranks are based on number of flights or hours.

Rank	Requirements	Pay Rate
FO IOE	0	$250
First Officer	Passed IOE	$500
Senior First Officer	150 hours	$600
Captain	300 hours	$800
Senior Captain	1000 hours	$900
Check Airman	Company Select	$1000

Ratings

Ratings are not required to fly any aircraft; however, ratings can be obtained to unlock pay overrides when flying type-rated aircraft. Rating exams will usually cost the pilot virtual dollars to attempt.

Awards

A pilot may be given an award for hitting a programmed goal, completing a certain flight, number of flights, hours or tours. Awards may also be given for certain actions or contributions.

Awards currently carry no financial or rank overrides. They are there to purely show the community your accomplishments.

Scores

Airmanship

This score tracks your overall airmanship, which includes all ACARS rules. Violating an ACARS rule will result in a weighted reduction in your overall Airmanship score. Airmanship point reductions age off.

Safety

This score tracks significant safety incidents which currently includes (tail strikes, wing strikes, and hard landings).

1 incident will place your safety score into Corrective Action status. Possible financial penalties may apply, see Economy section.

3 clean flights and an overall safety score of 85% is required for release from Corrective Action.

Economy

Credits

Pilots will receive pay for flights that are completed and approved based on block time at their rank pay rate plus any override.

Debits and Purchases

Pilots will be charged for unscheduled aircraft maintenance (tail-strike, wing-strike, and hard landing inspections) when their profile is in Corrective Action status. Pilots can also use their virtual currency to:

- Expedite aircraft maintenance when desired.
- Purchase rating exams.

Flight Operations

See the PFL Virtual Flight Operations Guide for additional supplementary procedures.

Disclaimer: References to FAA regulations, 14 CFR Parts 91/121/135, OPSPECs, exemptions, revenue flights, and dispatch describe simulation-only operating rules. ProFlight is not an FAA-certificated operator, air carrier, flight school, or real-world aviation service, and these references do not grant real-world regulatory authority.

Aircraft Operations

Aircraft should be flown in a professional manner in accordance with procedures developed for that type of aircraft.

Efficiency

Pilots should plan and operate the aircraft in a safe and efficient manner. This concept also extends to fleet utilization outlined in the following section.

Fleet Utilization

ProFlight maintains a fleet that is shared amongst each other; consisting of a wide variety of aircraft types. Pilots should only book flights they intend to immediately operate. If a flight cannot be executed or continued during any point prior to landing, the pilot should cancel their PIREP and/or booking to release the aircraft to other pilots.

If an aircraft type is unavailable, fleet addition requests can be made by opening a support ticket; refer to the Support section for the support ticket process.

ProFlight encourages a "fly-where-it-lies" to minimize positional costs; however, this is not required. Sometimes you just want to fly where you want, and we support that.

Types of Flights

Page	Description
Create Flight / Trip	Create an ad-hoc flight or trip using any aircraft available.
On Demand Flights	You pick your departure airport, aircraft, and trip length - AI chooses the rest. Great when you don't know where you want to fly.
Open Time	Flights (position, passenger, cargo) created by Staff members for special purposes such as fleet balance, events, etc. These trips may be offered at premium pay.
Cargo Ops	Build a dedicated cargo only flight. Must be flowing in Cargo variants of your aircraft family. Autofill your cargo or manually select desired pieces. Shipments are generated by AI.
Training	Assigned training flights that must be completed to continue progression.
Tours	Hand crafted trips created by ProFlight. Pilots may receive an award after completing a tour.
Maintenance	The Fleet Maintenance page shows aircraft that in or due for maintenance. Aircraft that are due for maintenance will likely need to be positioned to a maintenance hub. Book a MX flight to position the aircraft to receive extra pay.

Operations Specifications (OPSPEC)

Authorized Types of Operations

- 14 CFR Part 91. Position flights.
- 14 CFR Part 121. Revenue Passenger or Cargo operations.
    - Exemption No. 20018. Relief from 14 CFR § 121.623 (a), (d), 121.643, 121.645(e).
        - Applies only to flights within the CONUS.
        - Must be planned in accordance with 14 CFR § 121.619 and 121.639.
- 14 CFR Part 135. Flights operating according to the following MAY fly under this part:
    - Revenue Passenger flights of 30 seats or less.
    - Revenue Cargo flights of 7,500lbs capacity or less.

Airport suitability

All airports listed in the release should be suitable for the type of aircraft and operation being conducted.

NOTAMS

Adherence to NOTAMs is not required but is recommended; however, if a virtual ATC organization is simulating NOTAMs you shall adhere to applicable restrictions or disconnect from that network.

Ground Operations

Parking at FBOs is preferred if the ramp is suitable; however, terminal parking is always acceptable.

Parking remote or cargo should be a last resort option.

Maintenance and Failures

An aircraft's maintenance condition and schedule can be viewed on the aircraft page though the fleet page.

Wear and Tear

An aircraft's maintenance condition deteriorates over time based on several factors, including elapsed time, flight hours, and flight cycles. Automatic repositioning flights to a departure airport also contributes to these accumulators.

Failures

Certain aircraft support simulated failures through the ProFlight ACARS software. These failures occur randomly, but their probability is also influenced by the maintenance condition of individual aircraft systems (wear and tear). The lower a system's maintenance condition, the greater the likelihood of a failure.

Successfully completing a flight with this option enabled results in a 10% pay override.

Pilots may enable or disable this option at their discretion. Disabling failures may be prudent if you anticipate stepping away from the simulator during a flight.

Deferred Items

Random failures generated through ProFlight ACARS will persist across subsequent flights as Minimum Equipment List (MEL) items until the aircraft is flown to a designated maintenance base, where the deferred items can be cleared.

Unscheduled Maintenance

Certain ACARS events will trigger unscheduled maintenance inspections at the airport where the aircraft lands. These currently include tail strikes, wing strikes, and hard landings.

Scheduled Maintenance

Aircraft are required to undergo scheduled maintenance, currently consisting of A, C, and D checks, at designated maintenance bases. Positioning flights to maintenance bases will be required periodically. Pilots may operate maintenance positioning flights for additional pay when an aircraft's maintenance condition is at or below 10%. If an aircraft's maintenance condition is between 1%- and 10%, it should be operated as a revenue flight.

Virtual Air Traffic Control Operations

Conducting flights on VATSIM and/or SayIntentions is encouraged but not required. When flying "online" we expect our pilots to comply with all rules and code of conduct set by such services. Remember, you are the face of the airline when operating in a public space.

If an inability or unwillingness to comply with VATSIM ATC instructions arise with no resolution you are expected to respectfully disconnect from the VATSIM network with no contest. Don't argue; just disconnect. BE PROFESSIONAL. It's literally in the name...

Multiplayer

ProFlight maintains a private multiplayer server to facilitate group flying without the need to connect to a virtual ATC network. This can be disabled through ACARS if desired. ACARS will not show a multiplayer aircraft if you are both connected to VATSIM or SayIntentions as to not show duplicate aircraft.

Shared Flights

An ad-hoc flight (Create Flight) can be flown with a ProFlight member acting as an SIC (Second In-Command). The SIC must accept the SIC request prior to starting the flight and run ACARS throughout the entire flight to receive credit as SIC.

Discord

Participation on the ProFlight Discord server is encouraged but not required under normal circumstances.

Access

The ProFlight Virtual Discord can be accessed by using the link provided on the ProFlight website navbar → Community → Discord. Discord users with no assigned role will have very limited privileges and will not be able to join voice channels or post messages in any text channel. To obtain the Crewmember role and the associated privileges you must link your Discord account under your Pilot Profile on the ProFlight website.

PIREP Procedures

Pilots should, to the maximum extent possible, utilize the in-house ACARS software to record and submit PIREPs. Appropriate reasons for submitting manual PIREPS include but are not limited to internet outage, ACARS crash, or failure to start a flight.

A remark or note is required when submitting a manual PIREP.

ACARS (and Livery Manager)

Requirements: Active Internet connection, MSFS2024 or X-Plane 12, and an active PFL account.

Page	Description
Flights	Similar to the My Bookings page on the website. A flight can be created through ACARS or the website.
Map	Similar to the map on the Dashboard page on the website, however it will show a more updated position of your aircraft when connected to the simulator.
Live Chat	Shows site-wide flight events and chat messages.
Hoppie	Displays outbound messages sent from PFL ACARS and all inbound messages when a Hoppie code is configured in settings. Messages from Dispatch (AI or Real) will be sent through this channel. By default, the AI dispatcher will send arrival parking information automatically when available. This can be disabled in the settings. Register for a Hoppie Code: *https://www.hoppie.nl/acars/system/register.html*
Liveries	*Sole source* for installing custom ProFlight liveries and features an installation manager.
Checklists	Contains recommended checklists for specific fleet types.
Tools	consists of general useful tools.
Logbook	similar to the My Logbook page on the website.
Settings	Important items: • Simbrief Username: required for generating a Simbrief OFP (when creating a flight through ACARS). • Hoppie Code: Required to send and receive Hoppie ACARS messages. • PFL Private Multiplayer: Default Enabled - Disable to turn off sending and receiving multiplayer traffic.

ACARS Scoring

Rule Type	Value	Description
Beacon lights	--	Beacon lights on while engine(s) are running.
Landing lights	10,000ft	Landing lights must be on below this altitude (will have a 500' margin).
Excess Taxi Speed	30 kts gs	If an aircraft exceeds this speed while taxiing (knots).
Excess G-Forces	3 g's	If an aircraft exceeds the max g-force during flight.
Fuel Refilled	--	If fuel is added during the flight.
Overspeed	--	If the overspeed warning comes up.
Excess Bank	40 degrees	If an aircraft exceeds the max bank angle.
Excess Pitch	30 degrees	If an aircraft exceeds the max pitch angle.
Runway Overrun	--	If the aircraft overruns the runway or taxiway.
Overspeed below 10,000	250 KIAS	If speed detected above threshold value below 10,000ft.
Stall Warning	5 seconds	If a stall warning is triggered during flight.
Thrust reversers	--	If thrust reversers are enabled while airborne.
Hard Landing	500 ft/min	Hard landing detection. The fpm threshold is configured in Safety Settings.
Wing Strike	--	Wing strike detection during any ground roll phase of flight. Bank angle limit is configured in Safety Settings and per aircraft type.
Tails Strike	--	Tailstrike detection during any ground roll phase of flight. Pitch limit is configured in Safety Settings and per aircraft type.

Support

For support requests that require documentation for future reference, or when a staff member is not immediately available, members are encouraged to submit a ticket through ProFlight's unified support system. Staff members may also request that a support ticket be opened for recordkeeping, visibility, collaboration, or additional troubleshooting.

Opening a Ticket

Support tickets can be submitted through the ProFlight website, ACARS client, or Discord. Tickets created through any of these platforms are automatically synchronized across all three, allowing members and staff to communicate and manage requests from their preferred platform.

When submitting a support ticket, please select the appropriate category and provide as much relevant detail as possible to facilitate an efficient resolution.

Resolved Tickets

A support ticket will be marked as Resolved once a satisfactory resolution has been reached. After seven days, a resolved ticket will automatically be marked as Closed, and its associated Discord support thread will be deleted.

All support tickets are retained indefinitely on the ProFlight website, including those that have been closed and whose associated Discord threads have been deleted.

External Support Contact

If the ProFlight website and Discord server are unavailable or inaccessible, support requests may be submitted via email at *support@pflvirtual.com*.

This email address is intended primarily for external individuals or organizations and should only be used by members when the standard support channels are unavailable.

Staff

All staff members maintain an open-door policy. Personnel decisions and major organizational changes require a staff vote.

Details of personnel decisions may remain confidential to protect individual privacy.

Alex Z **PFL213** Training

Andy D **PFL225** Quality Assurance

Chris D **PFL682** Website / Technology

Chris R **PFL118** Dispatch

Departure, removal, and data continuity

ProFlight may end an application, onboarding, account access, or membership in accordance with ProFlight SOP and CoC.

A member may resign through their pilot profile or by notifying ProFlight staff through an official contact channel.

A logbook export will be e-mailed to the member during the departure process for their personal records.

For continuity of historical operational records, a neutral, non-identifying placeholder may replace the former participant's identity. Backup expiration, legally required records, security records, and third-party copies are addressed in the Privacy Policy.

Warning:

Resignation or removal is currently irreversible.

All account data will be permanently removed, and all flight history will be unassociated.

Software Use and Liability

ProFlight ACARS, the Livery Manager, and other ProFlight-provided software are offered for voluntary recreational use. Members are responsible for determining compatibility with their own computers, simulators, and installed software.

To the fullest extent permitted by applicable law, ProFlight Virtual and its volunteer staff shall not be liable for loss, damage, expense, or disruption associated with downloading, installing, updating, configuring, running, or using ProFlight software. This includes loss or corruption of data, software conflicts, system instability, hardware or operating-system problems, interrupted service, and recovery or repair costs. Members install and use this software at their own risk. Nothing in this section limits liability that cannot lawfully be limited or excluded.

ProFlight software and services are provided on an “as available” basis without guarantees of uninterrupted operation, accuracy, compatibility, or preservation of flight records or virtual progression, to the extent permitted by applicable law.

Service Availability and External Platforms

ProFlight may maintain, change, suspend, or discontinue website features, software, simulated operations, and other services. Outages or changes may affect access to flight data, virtual balances, or other account features.

Third-party simulators, online networks, Discord, and other external services operate under their own terms and policies. ProFlight does not control their availability or performance. To the extent permitted by law, ProFlight and its volunteer staff are not liable for indirect, incidental, consequential, or special losses arising from participation, service outages, or third-party platforms.

ProFlight Materials and Member Content

ProFlight retains rights in its original name, branding, logos, website, software, liveries, and documentation. Members may use ProFlight-provided materials only as authorized for participation; membership does not transfer ownership of those materials.

Members retain rights they hold in content they submit and permit ProFlight to host, display, and process that content as reasonably necessary to operate community features, subject to the Privacy Policy. Members must not submit material they lack permission to use.

Record of Revision

Date	Revision No.	Page Numbers	Sections	Summary	Made By
11-6-25	06NOV26	5, 6, 7, 10, 11, 12	Flight Operations, Discord, Support, Record of Revision, Header	Moved Fleet Utilization into Flight Operations section, Edited Discord content, Added Support section, Moved Software usage, liability, availability, and materials sections to end of document, Added Record of Revision, Modified header, Added page numbers.	CR
11-4-26	04.1NOV26	All	All	Initial release.	CR