



virtual
Scandinavian
Airlines **vSAS**

PILOT OPERATIONS HANDBOOK

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Introduction

Welcome to vSAS – virtual Scandinavian Airlines, where virtual aviation meets excellence! As a proud member of the vAMSYS and VATSIM communities, vSAS offers a highly immersive experience for all virtual pilots. Whether you are a seasoned pilot or new to virtual flying, this handbook is designed to guide you through every aspect of our operations.

At vSAS, we believe in providing a professional yet fun environment where pilots can develop their skills, explore realistic flight operations, and participate in exciting events. From your first flight to mastering advanced operations, we are here to support you every step of the way.

This manual will introduce you to everything you need to know to become an active and successful member of vSAS. Here, you will find detailed introductions on setting up your account on vAMSYS, how to book and dispatch flights, PIREP submission guidelines, and our expectations for maintaining the high standards of our community.

As a vSAS pilot, you will have access to a wide variety of routes, a thriving community of fellow aviation enthusiasts, and a supportive staff ready to assist you whenever needed.

Let's take off into the virtual skies together!



Getting Started

Configuring Your Settings

Welcome to your first steps as a pilot at vSAS – virtual Scandinavian Airlines! This section will walk you through everything you need to begin your journey with us.

To ensure smooth operations, it is important to configure your vAMSYS account correctly:

- (a) Go to your vAMSYS profile settings ([click here](#)) and set everything up correctly (e.g. Network ID, SimBrief Username, Preferences, etc.)
- (b) You need to download our ACARS (called Pegasus) to record the flights and send them back to our server. Find all information on how to install it correctly [here](#).
- (c) Join our [Discord Community Server](#) to stay up to date and communicate with other pilots.
- (d) Visit our Community Point with useful information, our YouTube tutorial series, SimBrief profiles, airport briefings and much more [here](#).



Booking & Dispatching Flights

At vSAS, booking and dispatching flights is simple and efficient. This section will guide you through the process step-by-step, ensuring that your flights are properly prepared and ready for take-off.

Booking a Flight

Booking a flight is your first step toward getting in the air. Follow these instructions:

(a) **Log into vAMSYS**

Start by logging into your vAMSYS account

(b) **Explore Routes**

Navigate to the “[Destination Map](#)” tab and explore the available routes.

(c) **Select Your Flight**

Once you have found a flight that suits you, click on “[Book Flight](#)” under the tab Flight Centre.



Booking & Dispatching Flights

Dispatching Your Flight

After booking, you will need to dispatch your flight. The dispatch process ensures that your flight is fully prepared with all necessary information for a successful journey.

(a) Select Your Flight Number

Select the desired flight from the dispatching system and then click on the dispatch symbol on the right-hand side.

(b) Select Aircraft

Now select an aircraft including the correct registration. Some aircraft are highlighted in red, but this only means that other pilots have also recently booked a flight with this aircraft registration. However, you can still select this aircraft.

(c) Dispatch Options

Now fill in all data marked as mandatory and use the “Dispatch via SimBrief” function or click on “Dispatch” to do the dispatching manually.



Booking & Dispatching Flights

Review Your Flightplan

After you have dispatched your flight, you will be directed to the “Booking Overview”. Here you will find all the data you have filled in.

(a) Double Check Your Flightplan

Double check your flightplan to ensure everything is correct. This includes verifying the route, altitudes, correct selected aircraft type, and the airport information.

(b) Booking Actions

Sometimes it can happen that you have made a mistake when dispatching a flight. You can cancel and rebook the flight under “Booking Actions”. There are also other additional options such as “Make Additional Booking”, “Import / Dispatch from SimBrief”, “Manual Pirep / File a Claim”, and much more.



Flight Rules & Regulations

As a pilot for vSAS, you are expected to uphold high standards of professionalism and adhere to vSAS-specific procedures and regulations. This section outlines the core rules and guidelines that will help ensure smooth operations and a positive experience for all pilots.

vSAS Flight Procedures

To maintain a consistent and realistic virtual airline experience, it is important to follow vSAS flight procedures:

(a) Flight Planning

All flights must be planned using vAMSYS and external flight planning tool such as SimBrief. Ensure your route, fuel calculations, and alternate airports are properly planned.

(b) Accurate Reporting

All Pilots must submit a valid PIREP (Pilot Report) for every completed flight via Pegasus (our ACARS). This includes ensuring the correct flight number, route and aircraft type.



(c) Realistic Operations

Pilots are expected to follow real-world procedures, including standard departure and arrival routes (SIDs/STARs) and use correct altitudes as per the filed flight plan. Respect real-world altitude and speed restrictions, especially during taxi, climb and descent.

(d) Correct Aircraft Type and Livery

Ensure that the aircraft you select for the flight matches the aircraft assigned in the flight booking on vAMSYS. Any deviations from this must be approved by vSAS staff prior to the flight. Using incorrect aircraft can result in a rejected PIREP.

vSAS pilots must use the correct livery for their flights, which reflects the real-world Scandinavian Airlines (SAS) livery for the aircraft type. Failure to use the correct livery may result in disciplinary action or a rejected PIREP.

(e) Aircraft Substitutions

Before each flight, verify that your aircraft type, registration and other relevant details are accurately reflected in your flight plan. These must match the details submitted during booking.

vSAS is accepting historic fleet, please check our [Aircraft Substitutions](#) on our website.



Flight Rules & Regulations

VATSIM Rules & Conduct During Online Flights

vSAS is an official VATSIM Virtual Airline partner, and as such, all flights conducted on the VATSIM network must follow their rules and guidelines. Here are some key points to remember:

(a) Flight Plan Submission

Always file your flight plan on VATSIM before starting your flight via Pegasus and on the Flight Simulator. Make sure your flight plan includes an accurate route, equipment, alternate airport, etc.

(b) Communication with ATC

When flying on VATSIM, proper communication with ATC is essential. Always follow instructions from ATC promptly and respectfully. Always be courteous and professional. Respect the instructions from ATC and maintain proper spacing from other aircraft. Harassment or disruption of operations is not tolerated.

More information can be found directly on the [VATSIM Documentation page](#)!



Flight Rules & Regulations

Do's and Don'ts in the vSAS Community

Do's:

(a) **Fly with Realism**

Follow real-world aviation procedures and strive for accurate flight operations in every aspect.

(b) **Respect Others**

Show respect and professionalism towards fellow pilots, ATC, and community members on our Discord Server. Both: In and out of the cockpit.

(c) **Submit Accurate PIREPs**

Always ensure that the details in your PIREP match the actual flight conducted.

(d) **Engage with the Community**

Participate in vSAS events, group flights, and help foster a supportive community.



Flight Rules & Regulations

Do's and Don'ts in the vSAS Community

Don'ts:

(a) Incorrect Aircraft & Liveries

Always use the assigned aircraft and the correct livery for your flight. Flying with an unapproved aircraft or livery may result in a PIREP rejection.

(b) Engage Unprofessional Conduct

Maintain a professional and courteous attitude at all times. Whether you are communicating with ATC, fellow pilots, or vSAS Staff Members.

(c) PIREPs with Inconsistent Data

Avoid submitting PIREPs that have discrepancies in flight details (e.g. incorrect flight numbers, aircraft types, routes or wrong flight durations). Double check all data before submission.



Guidelines for PIREPs

As a pilot for SAS, submitting a PIREP (Pilot Report) is a critical part of logging your flights and contributing to the airline's operations. This section will explain what a PIREP is, how to submit one correctly, common reasons for PIREP rejections, and tips for ensuring your PIREPs are successful.

What is a PIREP and How Do You Submit One?

A PIREP is a report that records the details of your flight, including route, flight time, aircraft type, and other relevant information (e.g. Flap Settings, Landing Rate, etc.). Submitting a PIREP is essential for tracking your flights and earning your flying hours at vSAS.

Here's how to file a PIREP correctly:

(a) Download Pegasus

To be able to start a flight at all you must download our [ACARS Pegasus](#). Pegasus records all stages of your flight and sends the PIREP back to us.



(b) Start tracking your Flight

As soon as you have loaded your aircraft in the simulator, are in the parking position and the engines are shut down, you can start your flight with Pegasus.

(c) Complete the Flight

Once you have completed the flight, are in the parking position at the destination airport and have shut down the engines, you can send your PIREP to us via Pegasus.

(d) Fill the Required Details

Ensure all necessary information is accurate recorded, you can also write comments in the PIREP on our [vAMSYS Website](#). For example, when you have taken off or flown to an alternate airport.

(e) Submit

After you have submitted your flight, the PIREP will land in our system and will be reviewed and processed either automatically or with the assistance of our vSAS Staff members.

Please be patient if a PIREP is in “Review” Status for a longer period of time than usual. You can still book and operate further flights and send PIREPs in for review. It will have no effect to the other PIREPs.



Guidelines for PIREPs

Common PIREP Rejections and How to Avoid Them

To ensure that your PIREP is accepted, it is important to avoid common mistakes. Here are some frequent reasons for PIREP rejections and how you can prevent them:

(a) Incorrect Aircraft or Livery

Using the wrong aircraft type or an unapproved livery will lead to an automatic rejection. Always ensure that your flight matches with the [Aircraft Substitutions](#).

(b) Flight Plan Deviations

If your actual flight deviates significantly from the filed flight plan without a valid reason (such as ATC instructions or weather), your PIREP may be rejected.

(c) Unrealistic Flight Time

If your flight time is significantly faster or slower than expected for the route flown, this could be flagged for review. Make sure to fly at realistic speeds and altitudes.



Guidelines for PIREPs

Tips for a Successful PIREP

Follow these best practices to ensure your PIREPs are always accepted:

(a) **Plan Accurately**

Use flight planning tools such as [SimBrief](#) or vAMSYS Dispatching System to ensure your route, aircraft type and fuel calculations are correct.

(b) **Use Realistic Procedures**

Follow standard procedures for departure, en-route, and approach phases of the flight. This includes using the correct routes, altitudes and speed limits.

(c) **Review Your Data**

Before submitting your PIREP via Pegasus, double check that all details are correct. If you have had to deviate from this or there have been unplanned changes, note the reason for this in your PIREP before submitting.



Advanced Features & Tools

At vSAS we offer several advanced tools and resources to enhance your virtual flying experience. This section will introduce you to various automated features, third-party software and community resources that are available to all pilots.

Weather Bots and Automated Features

vSAS provides real-time weather updates to help you prepare your flights. Our weather bots automatically deliver up-to-date METARs and TAFs for your departure, en-route and destination airport. This ensures that you always have accurate weather data.

(a) vSAS Discord Bot “vSAS Viking”

Join our [Discord Server](#) where you can access a dedicated weather bot that provides instant weather updates for any airport worldwide.

(b) vAMSYS Airport Resources

Use the weather information on the vAMSYS [Airport Resources](#) page.



Advanced Features & Tools

Airport Briefings

To ensure you are fully prepared for each flight, we provide Airport Briefings for major destinations inclusive all Airports in Scandinavia within the vSAS network. These briefings include detailed information on airport layouts, approach and departure procedures, as well as any special notes for the airspace.

(a) **Airport Briefings Discord**

Join our [Discord Server](#) where you can access to these briefings.

(b) **Airport Resources Page**

Visit our Airport Resources page to access these briefings. Simply select the airport you are flying to or from.



Advanced Features & Tools

Utilizing Third-Party Software

For more advanced flight planning, we recommend using popular third-party tools like SimBrief and Navigraph. These tools will allow you to plan more detailed and accurate flights, ensuring that every aspect of your journey is well-prepared.

(a) SimBrief

SimBrief is an industry-standard flight planning tool that allows you to create detailed flight plans, including route, fuel, payload, and alternates. After booking a flight on vAMSYS, you can easily export your flight details to SimBrief for a comprehensive pre-flight briefing.

(b) Navigraph

Navigraph provides up-to-date charts and navigation data to enhance your situational awareness during flights. With seamless integration into simulators, you can use it to review procedures such as SIDs, STARs, and approaches.



Advanced Features & Tools

vSAS Discord Server

Our Discord server is a vibrant hub where pilots can connect, share experiences, and seek assistance. The server offers a variety of channels dedicated to different aspects of virtual flying:

(a) **Airport Briefings**

Access the latest airport briefings directly through dedicated channels.

(b) **Weather Updates**

In addition to the weather bot mentioned earlier, we also provide weather updates for specific events and airports.

(c) **Q&A Section**

Got a question? Our community is here to help! The Q&A section is regularly monitored by experienced staff and pilots, ensuring that you get timely and accurate answers.



Events & Community Participation

Joining vSAS events is a fantastic way to immerse yourself in the virtual airline experience, engage with fellow pilots, and earn valuable bonus points. We host a range of weekly, monthly, and special community events, open to all vSAS members. Here's a quick guide on how to participate and what to expect.

How to Participate in Weekly and Monthly Events

Participating in vSAS events is simple and rewarding. Keep an eye on the vSAS vAMSYS Event Page and our Discord server for upcoming event announcements. Once you've found an event you're interested in, just book and fly a route within the event time frame to automatically earn bonus points. Be sure to follow any specific guidelines related to each event, such as using certain aircraft or flying to specific destinations.



Events & Community Participation

vSAS Community Events

(a) Event: Nordic Fly-In

Our Nordic Fly-In events bring together pilots flying into various Scandinavian destinations, such as Copenhagen, Oslo, Stockholm, and Helsinki. Each Fly-In focuses on a specific airport and offers **+60 bonus points** for every flight within the event window. Join the Nordic Fly-Ins to experience bustling Scandinavian airspace while interacting with other vSAS pilots on VATSIM.

Event Details can be found [here](#).

(b) Event: Scandic Sunday

Every Sunday, vSAS hosts Scandic Sunday, where you can earn an additional **+60 bonus points** for every flight flown on this day. It's a great opportunity to boost your points while flying anywhere in the vSAS network.

Event Details can be found [here](#).



Events & Community Participation

vSAS Community Events

(c) Event: Community Group Flights

Approximately every two months, we host a large Community Group Flight event, allowing pilots to embark on unique routes alongside our community. These events are announced on Discord and the vSAS Event Page. Pilots who participate in these organized flights receive high bonus points (up to +300 points per flight) and can experience the excitement of coordinated group flights on VATSIM, often with ATC coverage.

Event Details can be found [here](#).

By participating in these events, you'll earn bonus points, gain flight experience, and enjoy the camaraderie that makes vSAS a vibrant and engaging community. We look forward to seeing you in the skies!



Support and Troubleshooting

At vSAS, we aim to provide you with the support you need to ensure a smooth and enjoyable flying experience. This section covers who to contact in case of issues, where to find answers to frequently asked questions, and how to access our help resources.

Who to Contact for Assistance

If you encounter any issues or have questions, our Community Moderators and Community Managers are here to help. They are available on our Discord server and can assist with technical issues, questions about vSAS operations, and general inquiries about our virtual airline.

(a) Community Moderators

Available to help resolve common issues, provide guidance, and handle routine support requests.

(b) Community Managers

Responsible for organizing events, assisting our Founder & CEO, and offering advanced support.



Support and Troubleshooting

Frequently Asked Questions (FAQ)

For quick answers, refer to our FAQ section on Discord, which addresses many common issues related to flight bookings, PIREP submissions, and vAMSYS settings. Checking the FAQ first can often provide a faster solution to your question.

Support Channels

(a) Discord Helpdesk

Our primary support channel is the Helpdesk on our [Discord server](#). By opening a support ticket, you'll receive direct assistance from a member of the support team. This is the preferred method for receiving help and ensures a quicker response time.

(b) E-Mail Support

For issues that require offline assistance or if Discord is unavailable, you can reach us at support@flysava.com. However, we recommend opening a support ticket on Discord for the fastest resolution.



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