Garuda Virtual

Pilot Handbook

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Introduction

Preface

Welcome to Garuda Virtual, we hope your time here is a pleasant one. This Pilot Handbook will serve you as a reference to all the vital information you will need in order to make the most out of your experience with us. This Pilot Handbook is considered required reading, though all other operational documentation is optional (but you will probably learn a thing or two... so we do encourage you to read it all when you have time!).

About Us

Garuda Virtual is a group that uses home flight simulation software to replicate flight operations by Garuda and its subsidiary Citilink. Garuda Virtual is not affiliated with any real-world airline company. The purpose of Garuda Virtual is to provide its members with a fun and educational environment in which they can get a taste of airline operations and make connections in a community of similarly interested individuals.

Our team has been involved in the Indonesian flight simulation space since 2015, from the very beginnings of Indonesia's presence on the VATSIM Network. Now that the Indonesian vACC is well established, with a stable staff team and ever-growing ATC roster, our team took the initiative to address the needs and wants specifically of flight sim pilots, and so created this group. While there have been some successful Indonesian VAs, none of them have had a focus on VATSIM. We believe that with our expertise we can, and will, fill the niche of a VATSIM-based, Indonesian VA, and nurture our group to truly thrive, so that Indonesia's virtual skies will flourish with activity for years to come.

Onboarding

Registration Guidelines

Any person who is older than 13 years may register an account, free of charge, at www.garudavirtual.org/register provided that they:

> ➢ Are of good character
> ➢ Possess a legal copy of a supported simulator *(Microsoft Flight Simulator, X-Plane, Prepar3d)* and at least one aircraft from the fleet
> ➢ Are able to communicate in English
> ➢ Read and agree to the Terms and Conditions (found on the registration page), and this Pilot Handbook

You are able to transfer up to 50 hours of flying experience from VATSIM. You may enter at a higher rank if you choose to do so. We will verify your VATSIM hours when reviewing your registration.

Airlines, Hubs, and Jump-Seats

You must select an airline and a hub. Your chosen airline is simply your "favourite" airline, it will not affect which flights you are able to operate.

Your chosen hub is your **starting point** when you join Garuda Virtual — your first flight must be from this hub. If you would like to change hub, you can request a hub transfer by posting in the Support section on our Discord server, or by email to info@garudavirtual.org.

All subsequent flights must be from your previous location, however; you can use your virtual balance (in-game currency) on "jump-seats", which take you to your chosen location without having to complete a flight.

Jump-seat tickets cost Rp60.000 (in-game currency) and you may choose to go to any destination in our route network.

You may choose any of the following hubs:

➢ Jakarta Soekarno-Hatta (**WIII** / CGK)
➢ Denpasar-Bali I Gusti Ngurah Rai (**WADD** / DPS)
➢ Medan Kualanamu (**WIMM** / KNO)
➢ Makassar Hasanuddin (**WAAA** / UPG)
➢ Surabaya Juanda (**WARR** / SUB)
➢ Balikpapan Sepinggan (**WALL** / BPN)

Virtual Balance

Your virtual balance (in-game currency) can be found in your Dashboard. You are paid in your virtual balance when your PIREPs are accepted. Your hourly pay rate depends on your rank (see *Ranks* below).

Your virtual balance can be spent on jump-seats (see the section above).

If you participate in certain advertised Garuda Virtual events, we will offer extra reward pay (see *Reward Pay* below).

Virtual balance is in Rupiah x 1.000, for example, Rp100 on the Dashboard means that your virtual balance is 100.000 Rupiah (in-game currency).

Rules for Membership

1. Any aircraft from the fleet of the appropriate airline (i.e. Garuda or Citilink) may be operated on any scheduled flight, provided that the flight does not exceed the safe limitations of the aircraft and the aircraft does not exceed the limitations of the scheduled or alternate airports.

2. All flight operations must comply with the Pilot Handbook, which is considered required reading. Compliance with the other pilot documentation (i.e. FCOM) is encouraged but not required reading.

3. Non-compliance with the Pilot Handbook may result in PIREP rejection. **There is no penalty** for PIREP rejection, other than not receiving hours or virtual balance for the completed flight.

4. PIREPs must be recorded through ACARS. Manual PIREPs may only be accepted where they are justified, at the discretion of the Chief Pilot (and their delegates).

5. Good-faith criticism is always allowed, however; members should not slander Garuda Virtual or its staff, or VATSIM or its staff.

6. Members are strongly encouraged to operate their flights online on the VATSIM Network, except for portions when they are not monitoring their flight (i.e. away during cruise), or the VATSIM Network is down.

Operations

Booking a Flight

There are two methods for booking a flight. They are:

1. **Using the ACARS** - Go to the "flight search" page by clicking on the magnifying glass icon on the left side of the interface, once in the "flight search" page, you may search for a particular airport pair, or, a departure or arrival airport by entering the ICAO code of the airports. Click "load" to select your flight, you will be brought to the "Flight Info" page. Select your aircraft registration according to the livery chosen, and once you have loaded in your sim in the correct gate, start the flight.

2. **Using the Website** - Once logged in, click on "Pilot Centre" and navigate to the "Route Network" page. On the right-hand side, you may specify any criteria you wish to search for. You may click the "+" icon on any of the results to add that flight to your Bids, which are then highlighted in ACARS.

Using ACARS

1. Garuda Virtual uses NusantarACARS which can be downloaded using this link below: https://garudavirtual.org/downloads
2. For installation before using the ACARS, please follow the instructions from the link below:
   https://docs.phpvms.net/acars/user-guide
3. Once the requested flight has been booked on our portal, load the flight on NusantarACARS. When you are ready to start recording (at the gate, fuel and payload loaded, and preflight complete), click **Start Flight.**
4. Make sure that the flight/PIREP does not violate any of the rules mentioned in the next section of the guide.
5. When you have parked at your destination airport with engines shutdown, and you are ready to submit the PIREP, click **End Flight.**
6. The PIREP has now been filed, and staff will review the PIREP to be either rejected, or accepted, per the rules mentioned in the next section of the guide.

Pilot Report (PIREP) Rules

In order to be accepted, a PIREP must comply with these rules:

1. Score at least 50 points. *All PIREPs start with 100 points, with points being deducted for some violations.*
2. ACARS-measured landing rate must not exceed -600 feet per minute.
3. Flight must be performed using an acceptable aircraft (i.e. a type listed in the ACARS).
4. Flight must depart and arrive at the scheduled airports.

Administration

Ranks

Your rank is calculated based on your total hours, including transfer hours. Your rank affects a few things, mainly your pay rate (in-game currency).

The ranks are:

- ➢ **New Pilot** — Minimum 0 hours. Pay rate Rp60.000/hour
- ➢ **Junior Second Officer** — Minimum 10 hours. Pay rate Rp65.000/hour
- ➢ **Second Officer** — Minimum 50 hours. Pay rate Rp70.000/hour
- ➢ **First Officer** — Minimum 75 hours. Pay rate Rp75.000/hour
- ➢ **Senior First Officer** — Minimum 100 hours. Pay rate Rp80.000/hour
- ➢ **Captain, 2nd Class** — Minimum 250 hours. Pay rate Rp85.000/hour
- ➢ **Captain, 1st Class** — Minimum 500 hours. Pay rate Rp90.000/hour
- ➢ **Senior Captain** — Minimum 1.000 hours. Pay rate Rp.95.000/hour
- ➢ **Executive Captain** — Minimum 2.000 hours. Pay rate Rp100.000/hour

Awards

When you reach certain milestones within Garuda Virtual, we will reward you with an award which is displayed on your profile ("Pilot Centre → My Profile").

Once you believe you have met the requirements for an award, post in the Requests section in Discord with a link to your PIREP and any other evidence you have to support your claim.

The currently available awards are:

- ➢ **How's it Cooking, Good Looking?** — Set a custom avatar on the website
- ➢ **Look at Me, I'm the Controller Now** — Provides ATC in VATSIM Indonesia *(IDvACC)*
- ➢ **Not a Robot** — Connected with Garuda Virtual on all official social media *(Instagram, Twitter and Discord)*
- ➢ **Any Bread with that Butter?** — Performed a soft landing *(less than -100 feet/minute)*
- ➢ **Did You Even Feel That?** — Performed 2 soft landings in a row *(see above)*
- ➢ **Ouch** — performed a firm landing *(between -350 and -599 feet/minute)*
- ➢ **Time for an Inspection** — Performed two firm landings in a row *(see above)*
- ➢ **Don't Make This a Habit** — A PIREP was rejected
- ➢ **Glad it's in the Sim** — Performed a landing in inclement weather *(either wind at least 20 knots; or 10 knots and TSRA present in METAR/SPECI)*
- ➢ **Globetrotter** — Completed flights (PIREP was accepted) to all scheduled destinations

➢ **My Neck of the Woods** — Completed flights (PIREP was accepted) to all scheduled destinations within Indonesia
➢ **Got the Bug** — 50 PIREPs were approved
➢ **Oh, How Time Flies** — 250 PIREPs were approved
➢ **Long in the Tooth** — 500 PIREPs were approved

Reward Pay

From time-to-time, Garuda Virtual will organise or sponsor events on the VATSIM Network. To encourage you to participate in these events, we may offer reward pay (in-game currency). The rate of reward pay will be advertised in the event announcement in the Garuda Virtual Discord.

To claim your reward pay, post in the Requests section in Discord with a link to your PIREP.

Leave or Termination

Members are automatically placed on leave if they do not complete a flight within a 90 day period. There is no penalty for being on leave, and members may cancel their leave automatically by completing a flight.

Termination, on the other hand, is something that we do not take lightly and will not impose without good reason. You have the right to request voluntary termination, and you have the right to re-register should you change your mind at a later time.

We may terminate your account and its privileges under the following circumstances:

➢ You request termination for any reason
➢ You exercise your right to personal data deletion, as laid out in our Privacy Notice; or you threaten or engage in any legal action involving us
➢ You violate the Registration Guidelines (at any time, including after registration)
➢ You violate the Rules for Membership in a serious way
➢ You violate the Discord Rules in a serious way

Management

Our management is a team made up of passionate individuals who are motivated both by their own hobby of flight simulation, but also by the opportunity to share it with others — and contributing to its development.

If that sounds like you, and you want to help contribute to our project, you are welcome to reach out by email to info@garudavirtual.org or on Discord.

Our current management team is detailed in the following Organisational Chart.

Garuda Virtual
Organisational Chart

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                        ┌─────────────────────────┐
                        │        PRESIDENT         │
                        │    Horizon Winangkoso    │
                        └─────────────────────────┘
                                    │
                        ┌─────────────────────────┐
                        │      VICE PRESIDENT      │
                        │       Matt McEwen        │
                        └─────────────────────────┘
                                    │
        ┌───────────────────────────┼───────────────────────────┐
┌─────────────────────┐   ┌─────────────────────┐   ┌─────────────────────┐
│ CHIEF PILOT — GIA   │   │ CHIEF PILOT — CTV   │   │ MANAGER, MEMBERSHIP │
│    OPERATIONS       │   │    OPERATIONS       │   │    Aqila Sobana     │
│    Patrick Owen     │   │   Chris J Ratnam    │   └─────────────────────┘
└─────────────────────┘   └─────────────────────┘
        │
┌─────────────────────┐
│ DEPUTY CHIEF PILOT  │
│ — GIA OPERATIONS    │
│    Daniel Surya     │
└─────────────────────┘
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