

# Government & Military Flyer

2005  
NEWSLETTER  
VOLUME 1



## Jeppesen's Government and Military Story



In January 2003, Jeppesen launched a Government and Military Services division to integrate people, processes, and technology to deliver innovative aerospace solutions specifically designed to meet the needs of government and military customers throughout the world. Realizing that government and military needs vary from those of other operators, Jeppesen has committed to designing products, incorporating standards, tailoring services, and providing support to meet mission critical requirements. GMS has a global workforce available to serve you from our headquarters in



Denver, Colorado, and from offices in Washington, D.C., Atlanta, Germany, Australia, and the United Kingdom.

For nearly 70 years, the aviation industry worldwide, including the majority of the world's airlines, has relied on Jeppesen for charting and flight information, flight planning services, aviation weather services, data source creation, document management; and aviation training solutions. No matter where your mission takes you, you can rely on Jeppesen's quality, worldwide data and charting standardization, airspace design, and comprehensive product integration to make your mission possible.

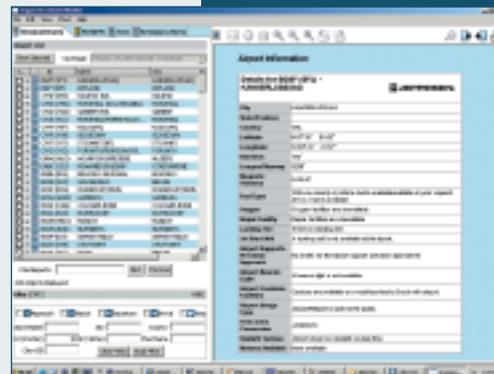
## Jeppesen's Government and Military Chart Solution

### Mission Ops eCharts

Mission Ops eCharts is a new product from Jeppesen's Government and Military Services group. With eCharts, customers can easily access their Jeppesen aeronautical charts using the most flexible delivery systems in the industry. Users have three methods of access that can be supplemented with paper to help ease the transition to a purely electronic environment: Online, Local, and Airborne. Charts can be printed immediately prior to a flight, relieving the pilot of the burden of filing and carrying full sets of charts. Users may also purchase a Suite license allowing them to display their charts in a cockpit via an Electronic Flight Bag. The three methods of access are via a website, personal computer, or Electronic Flight Bag. These services are also priced competitively for our government and military customers.

### Mission Ops eCharts Online - Website

Mission Ops eCharts Online is a versatile tool designed to be accessible via any Internet-connected computer in the world. Powerful printing, searching; and zooming tools are just some of the enhanced features that Mission Ops eCharts Online provides. This online service includes smart filters that display NOTAMS and text pages for only those airports and procedures you have selected. Enhanced printing for 7-hole perforated pages allow for multiple options on print layouts.



*(continued on page 2)*

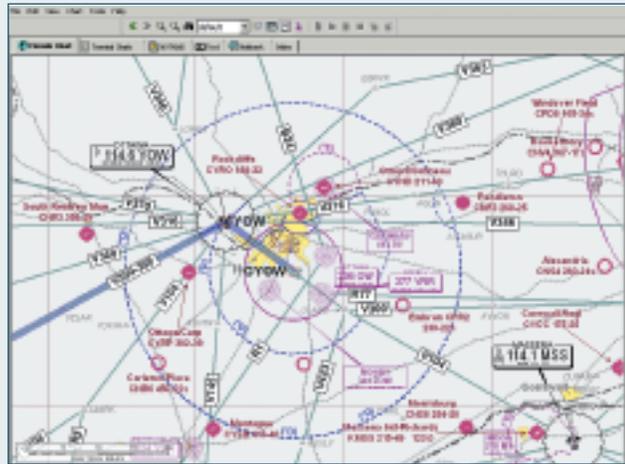
# Briefings Up and Coming

## MilPlanner

MilPlanner, the Government and Military Services Flight Planning software solution, will be released in early 2005. MilPlanner is designed specifically for the advanced missions that governments and militaries perform. MilPlanner utilizes Jeppesen's robust JetPlan® flight planning engine, along with the strengths of Jeppesen NavData®, coded in the industry standard ARINC 424 format.

Jeppesen received United States Department of State approval to sell the product internationally early in January 2005. If you have any questions regarding MilPlanner, please contact the GMS department at: 800.537.7002 for the Western Hemisphere, and at +44 1293 842 400 for the Eastern Hemisphere.

## Jeppesen's Government and Military Charting Solution *(continued from page 1)*



### Mission Ops eCharts Local – PC based Software

Mission Ops eCharts Local boasts the most robust suite of charting functionality in the industry on a personal computer. Sharing many of the features of eCharts Online, the local software adds even more functionality and allows for access in austere locations when installed on a laptop. Additionally, eCharts Local works with Jeppesen's RoutePacks™, allowing users to better integrate their services and maintain a set of commonly used charts. Also included with the route planning feature is access to enroute chart sets to help plan your route and identify the most preferable alternates. With the ability to search remarks, filter military airports and access online content from within the software, eCharts Local is our most robust offering.

### Mission Ops eCharts Airborne – Electronic Flight Bag

Reducing paper on the flight deck and having Jeppesen's comprehensive coverage of charts available at your fingertips is only one of the advantages to eCharts Airborne.

Integrating into Jeppesen's Electronic Flight Bag, you can always have access to your entire charting service while taking full advantage of the many applications that the EFB has to offer. Creating your own chart clip, switching to night mode for low light environments and the ability to zoom to a fine level without loss of quality are some of the advantages of Jeppesen's EFB.



These services are designed to meet the wide range of government and military customers' needs. With this complete suite of software, the way you use charts will never be the same! Contact a Jeppesen GMS Representative for more information on what Mission Ops eCharts Airborne and Jeppesen's EFB can do for you.



# Techspert Boot Camp

## Product Focus: JetPlanner

### Problem - 2 Heavy Error

Here are the two most common reasons that a user receives a 2 Heavy Error.

**Issue #1:** The flight planning engine was designed to have at least one minute of cruise between TOC and TOD. If the flight is too short and if a low altitude is not specified, the system defaults to the optimal altitude based on the AFM. For example, flying from EDDF to EDDS with an desired altitude of FL350 will not allow one minute of cruise from the TOC to TOD.

### Solution #1:

Check to see if the city pair distances are short. They are considered short if the pair is less than 100 NM. Or, if the distance is short, try using LRC for the cruise speed. LRC tables are usually loaded to the lower flight levels of FL050.

### Solution #2:

If changing the cruise speed does not help, try bracketing the profile as shown in *Figure 1*. When using the Interactive line mode, on line 09 input 050,180 like the following example is written: 09 PROFILE I,050,180

### Solution #3:

If you change the cruise speed and the profile does not work, try adding some distance bias like that shown in the Distance field in *Figure 2*. If using Interactive line mode, the syntax would look like this for question 18 and 19 by adding D10. 18 CLIMB FUEL,TIME,DIST BIAS D10 19 DESCENT FUEL,TIME,DIST BIAS D10

**Issue #2:** If the performance tables are not populated for the weight and altitude that you are requesting (*Figure 3*), then you will get a too heavy error.

### Solution #1:

If you get a too heavy error, try lowering your altitude to a lower flight level. Maintain this flight level until you have burned off some fuel weight. Once this is achieved, climb to the required altitude.

### Problem - Filing Error Question

**Issue #1:** The FPFERR11 Error code is a Flight Plan filing error code.

### Solution #1:

This is the error code you will see when trying to file a flight plan too far in advance. In general, you can only file up to 18 hours in advance of the intended departure time.

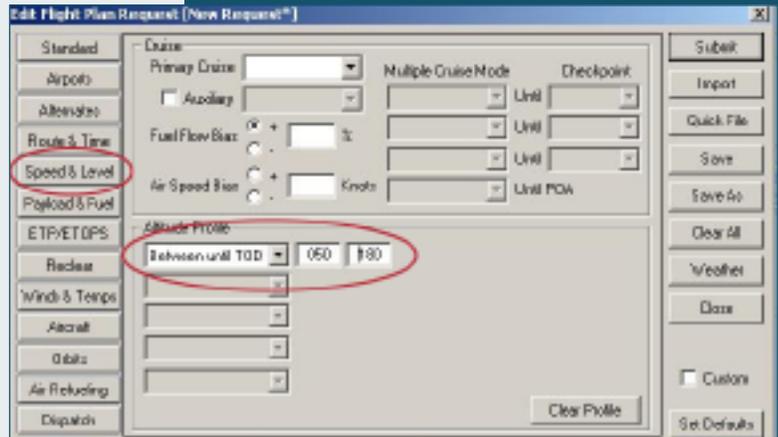


Figure 1

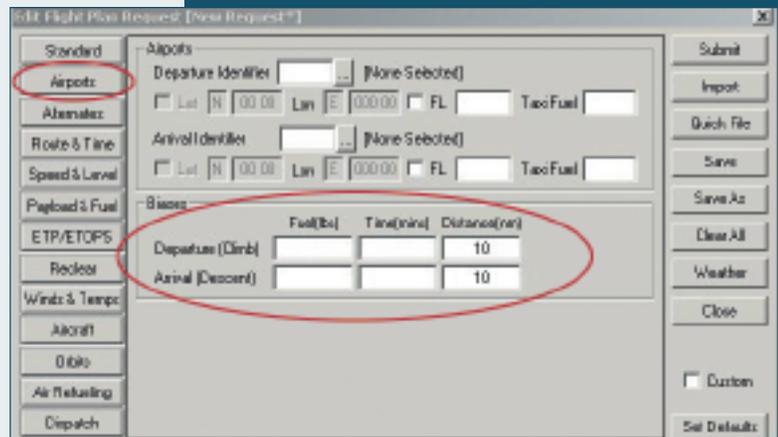


Figure 2

ENROUTE All Engine **BOEING**

Flight Planning and Performance Manual

### 280,778 Enroute Climb ISA & Below

PRESSURE ALTITUDE (FT)	UNITS TIME/FUEL DIST/SPD	BRAKE RELEASE WEIGHT (1000 LB)					
		85	80	75	70	65	60
41000	TIME/FUEL DIST/SPD						25/1990 186403
40000	TIME/FUEL DIST/SPD					25/1950 180446	21/1650 150424
39000	TIME/FUEL DIST/SPD				23/2560 176400	25/1850 165469	18/1630 143401
38000	TIME/FUEL DIST/SPD			23/2580 202443	24/2060 196402	21/1750 182489	18/1550 169427
37000	TIME/FUEL DIST/SPD			20/2130 182462	22/1960 172498	20/1650 158486	17/1500 140444
36000	TIME/FUEL DIST/SPD		20/2150 178481	24/2090 144397	23/1860 174494	18/1460 148489	16/1450 135491
35000	TIME/FUEL DIST/SPD	20/2060 169402	26/2200 152496	23/1930 132490	23/1750 145490	18/1370 130489	16/1400 127487
34000	TIME/FUEL DIST/SPD	20/2080 164495	26/2100 143497	23/1860 125489	23/1700 133485	18/1360 121486	15/1350 118484
33000	TIME/FUEL DIST/SPD	26/2380 153496	20/2000 131487	20/1880 114488	19/1680 126483	16/1480 110482	14/1300 106481
32000	TIME/FUEL DIST/SPD	24/2190 134484	21/1930 126482	19/1730 104485	17/1550 110480	15/1480 101480	14/1250 94477

Figure 3

## Government and Military Services Account Development Team

GMS Account Development team was established to provide excellent service to all of our Government and Military customers. The GMS Account Development mantra is to ensure that our customers' needs are immediately handled and delivered with the highest quality of service and support. The Account Development team believes that they are the customer voice. The desire of the team is to maintain relationships with our customers that allow the customers' needs to influence Jeppesen's products so they are developed for the customer. GMS is proud to present the Account Development team.



Andy Owen, based in the Jeppesen UK office just outside London's Gatwick Airport, is the Eastern Hemisphere Senior Account Executive for Operations Services for Jeppesen's Government and Military Services division. The Eastern Hemisphere begins in Western Europe and extends through Eastern Asia. Operations Services include flight planning, airport and runway analysis, and engine-out procedures.

Andy has been with Jeppesen since March 1994. He joined GMS in May 2004. For his first 10 years with Jeppesen, Andy worked with customers who utilized the International Trip Planning Services. Prior to joining Jeppesen, he served for 13 years with the Royal Air Force in the Air Traffic Control and Operations Branch.

Both of these prior positions called for excellent communication and customer service skills. Andy's strengths are the baseline that GMS continues to strive for and deliver to our customers. Andy can be contacted at [andy.owen@jeppesen.com](mailto:andy.owen@jeppesen.com).



Tom Letts is the Western Hemisphere Senior Account Executive for Government and Military Services. He started this position in July 2004. Tom is responsible for the Operations Services customers in the Western Hemisphere, which include North, Central, and South America, Japan, New Zealand, and Australia. Operations Services include flight planning, airport and runway analysis, and engine-out procedures.

Tom has been with Jeppesen since 2001. He started in the Global Support and Control Center as a Tier 1 Specialist. Realizing his passion to care for the customer, Tom sought the promotion to his current position. He is dedicated to exceeding his customer's needs. Tom has a long history in aviation. He has been a pilot since 1979. He holds his instrument, commercial, multi-engine, and the FAA Part 121 Dispatch certificates. He is also a Certified Flight Instructor. Tom has a Bachelors of Science in Aerospace Sciences. You can contact Tom Letts at [tom.letts@jeppesen.com](mailto:tom.letts@jeppesen.com).



Roman Zielhardt is the Senior Account Executive for Government and Military Services in the Eastern Hemisphere for Navigation Services. The Eastern Hemisphere begins in Western Europe and extends to Eastern Asia. He resides in the Neu Isenburg, Germany office. The products that Roman supports are NavData, Mission Ops e-Charts, and the Electronic Flight Bag.

Roman previously worked in the Jeppesen Neu Isenburg production environment for NavData. He was the aviation analyst responsible for Russia, China, and the former states of the Soviet Union. Roman has military experience as a Naval Aviator for the German Navy. As a part of his initial training, he received instruction with the U.S. Navy in Florida. The influence of aviation is alive outside of Roman's professional life. He keeps his U.S. and J.A.A. pilot licenses current. His professional experience, along with his desire to exceed customer expectations, proves he is a great addition to GMS. You can contact Roman at [roman.zielhardt@jeppesen.com](mailto:roman.zielhardt@jeppesen.com).

## Meet the Account Development Team *(continued)*



Julie Strasser is the Senior Account Executive in the Western Hemisphere for Navigation Services. This service area encompasses North, Central, and South America, Japan, New Zealand, and Australia. Navigation Services includes NavData, Mission Ops eCharts, and Electronic Flight Bag.

Although Julie just began her career with GMS in January 2005, she has been an outstanding

customer focused employee of Jeppesen for eight years. She started in Business Aviation as an Account Executive where she led marketing efforts in sales and service in commercial, business, and general aviation. She also worked with the Commercial Airline Services as a Customer Service Representative. In addition, Julie has been instrumental in her internal customer support by participating in various corporate initiatives that were instrumental in defining Jeppesen's customer vision. You can contact Julie at [julie.strasser@jeppesen.com](mailto:julie.strasser@jeppesen.com).

## Featured Product Manager



Jason Long is the Associate Product Manager for Mission Ops eCharts in the Navigation Services group for the Government and Military Services division. Jason has been with Jeppesen for over two years. Prior to joining GMS, Jason's experience within Jeppesen included work on publishing the JeppGuide and Airport Directory products.

Holding several pilot certificates including his Private, Instrument,

and Commercial rating, he has been using Jeppesen products throughout his flying experience. As a graduate of the Metropolitan State College of Denver with a Bachelors in Aviation Management, Jason is continuing his education by working to complete his Masters of Business Administration, and Masters of Science in Management and Organization in the Spring of 2005. He will complete his final Masters of Science in Finance in 2006. You can contact Jason at [jason.long@jeppesen.com](mailto:jason.long@jeppesen.com).

## Upcoming Events Mark Your Calendar

**MISSION PLANNERS USER CONFERENCE**  
*14-18 March 2005*  
*Las Vegas, NV, USA*

**AAAE CONVENTION**  
*30 April - 3 May 2005*  
*Seattle, WA, USA*

**AMC TECHNOLOGY DAYS**  
*31 May - 3 June 2005*  
*AMC/HQ St.Louis, MI, USA*

**PARIS AIRSHOW**  
*13-19 June 2005*  
*Paris, France*

**ROYAL AIR TATTOO**  
*15-17 July 2005*  
*England*

**MOSCOW AIR SHOW (MAKS)**  
*16-21 August 2005*  
*Moscow, Russia*

**AMC INDUSTRY DAYS**  
*TBD*  
*AMC/HQ St.Louis, MI, USA*

**JEPPESEN CUSTOMER SEMINAR**  
*5-8 September 2005*  
*Frankfurt, Germany*

**NASAO CONFERENCE**  
*11-14 September 2005*  
*Des Moines, IA, USA*

**ACI-NA CONFERENCE**  
*18-21 September 2005*  
*Toronto, Ontario*

**AIRLIFT/TANKER  
ASSOCIATION CONFERENCE**  
*27-30 October 2005*  
*Nashville, TN, USA*

**NBAA**  
*15-17 November 2005*  
*New Orleans, LA, USA*



## Party in the Park 2004

The Jeppesen GMS group was pleased to support the Royal Air Force by participating in their annual event, Party in the Park, in June. Activities included memorable music played by the Central Band of the Royal Air Force and other performers along with flying and parachute displays. The event raised over 5000 pounds for the charities. The proceeds from this year's event went to the Soldier's, Sailor's and Airmen's Families Association and other national and local charities. Continuing the legacy from the resounding success of the first Party in the Park at RAF Digby, plans for 2005 will be starting soon. The provisional date is Saturday 23, July 2005.

## The Eastern Hemisphere Office has Relocated

The Jeppesen United Kingdom office moved to its new facility, in February 2005. The Jeppesen UK office still resides in the town of Crawley, but a little further to the north. Jeppesen shares the new facility with another Boeing Company subsidiary, Alteon. They are the industry leader in providing customer-focused aviation training solutions. The shared facility expands upon Jeppesen's vision of "Making Every Mission Possible." In addition, Jeppesen Academy benefits from the shared resources with Alteon, while continuing to provide great training in a state-of-the-art facility.



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