



Dear New Owner,

On behalf of the staff at AirShares Elite, we would like to say “Thank you for your business” and welcome you to the AirShares Elite program. We are delighted and very proud to have you as an Owner.

It is our job in the Owners Relations Department to assist you in all aspects of your experience with AirShares; from scheduling flights, and assisting you with travel plans to suggesting destinations, and coordinating your training. We want you to think of us as your very own “*Personal Flight Department*” or “*Aircraft Concierge*.” If we can help with anything related to your travel experience, please don’t hesitate to ask. Need a car at your destination? Just ask. Need help figuring out where or how to fly outside the United States? Just ask. (We may point you to our Chief Pilot’s staff, but we know where to go for the right answers!).

Owner Relations, to us, is more than fulfilling your daily needs; it is about building a long term relationship with you. We strive to earn your trust, respect and confidence every day. We welcome your feedback on all aspects of our operation. We would like to know how we are doing, and what we can do to better our services for you.

Enclosed, are answers to frequently asked questions about AirShares Elite Owner services and our general operations. We hope this is helpful in getting you acquainted with the services we provide.

If you have any questions, please do not hesitate to contact us [from 8:30a – 5:30p Monday through Friday](#). We always welcome your emails, or trip requests after hours, and we will promptly respond to them on the next business day.

We can be reached at:

Owner Relations: **(800) 482-5411**

E-mail: [schedule@airshareselite.com](mailto:schedule@airshareselite.com)

I look forward to speaking with you soon. Again, thank you for your business and welcome to AirShares Elite.

Best regards,

Tanya Daniels  
Director of Owner Relations  
[tdaniels@airshareselite.com](mailto:tdaniels@airshareselite.com)



## AirShares Elite Owner FAQ's

### **1. So how do we work together on an ongoing basis?**

Your primary interface with AirShares Elite for questions about scheduling, operations, training and accounting questions is the **Owner Relations Department**. The Owner Relations Team may not have answers to all questions, so we will call on our Regional Directors, Regional Chief Pilots, or corporate personnel to answer your questions and service your needs. The Owner Relations team is available during normal business hours from 8:30a – 5:30p, Monday – Friday.

### **2. Is there anyway I can view my account information or schedule a flight electronically?**

Yes, you can submit a flight request 24/7 through our website (*see below*). Further, the Owner Web Application allows you one-stop access to your account information, including your pilot records, past flight information, future flight information, and invoicing data. In addition, this site provides useful tools for flight planning, customized weight and balance calculators, and access to company-wide communications distributed to owners.

### **3. What is my USER ID and PASSWORD for my AirShares account and the scheduling request page?**

Once we have received your closing contract information, we set up your account within 24 hours. Your user ID will be the e-mail address we have on file for you and your password will be the word “reset.” Once you log in for the first time, you can change your password.

### **4. How can I access my AirShares account?**

- Go to our AirShares web site – [www.airshareselite.com](http://www.airshareselite.com). Then,
- Select “Owner Log In”
- Select your home market (Los Angeles, Atlanta, Boston, etc)
- Log in using your User ID -- (your email address)
- Use Password – the word “reset” with no quotation marks

### **5. What will I see when accessing this site?**

When you log in, the first thing you will see will be your personal account information including contact information. You may create a short log in ID, between 4-6 characters. Also, you will be asked to update your password the first

time you log in. If any of your contact information needs updating, please update it. If the dates for your pilot data are incorrect, please let us know.

## **6. What else is available to me in this site? What tools are available?**

After updating your personal information, we encourage you to explore all of the menu tabs and learn about some of the powerful tools and capabilities of the system. The most frequently used menu tabs:

### **“Home”**

The “Home” section is loaded with helpful pilot information and planning calculators... including time / distance calculators, weight and balance calculators, as well as notices posted by the company including upcoming programs or calendar events of interest.. Further, it includes Lookup tools to find Airport and City information, as wells as HTML links to weather forecasting and flight plan filing sources.

### **“Schedules”**

Under Schedules / My Reservations tab, you can view your current reservations.

### **“Records”**

Flight history, billing statements, training records and supporting documents can be found here.

### **“Profile”**

This section includes your contact information and expiration dates for your medical, and flight reviews.

### **“Trip Request”**

As the name suggests, this is the tab you’ll select for submitting a reservation and scheduling your flights. The selections are very easy to navigate, and this is a great way to schedule, change, or cancel your flight reservations 24 / 7 / 365.

In addition to the MyFBO resource described above, we have also created an informational web site for the exclusive use of our owner-pilots and staff. The **AirShares Elite Safety Pages**, [www.safety.airshareselite.com](http://www.safety.airshareselite.com), contain a tremendous wealth of information on not only the finer points of flying your Cirrus aircraft, but also provide resources for international operations, risk management, weather, and flight planning. When prompted, enter username: **owner**, password: **safety**.

## **7. What information will I receive from the scheduling system?**

- a. **Electronic Flight Confirmation** -- Provides you with a flight confirmation for each and every flight via e-mail. This e-mail contains an attachment which is Outlook / Palm compatible. When receiving this flight confirmation please verify that your flight information specifically ETD (Estimated Time of Departure), ETR (Estimated Time of Return), passenger names, and itinerary (Airport

identifiers), are accurate. Also, our Owner Relations department will note any special requests that you may have.

b. **Flight reminders** -- This system will provide you with a flight reminder 48 hours prior to your departure.

c. **Medical / IPC / Flight Review Expiration Notices** -- This system will send you an e-mail notice 14 days prior to the expiration of any of the above mentioned documents that we have in your file. As you renew your certifications, please fax a copy of the document(s) to the Owner Relations Department at **(866) 448-4553**.

d. **Monthly Invoicing** – This system generates a monthly invoice and statement for your review and payment. The electronic invoice includes itemized entries for each of your flights from the prior month, and any fixed expenses for the current month. Depending on how the days of the calendar fall each month the invoices are sent no later than the 5<sup>th</sup> of each month.

## **8. How can I schedule a flight?**

- a. Send a Trip Request through the website 24 / 7 / 365, or
- b. During business hours call us at **(800) 482-5411**.

## **9. What are the normal hours of operation?**

8:30 A.M. to 5:30 P.M. Monday thru Friday

Our offices are closed:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

## **10. What if I have a request or need to contact someone after normal business hours?**

For 24 / 7 scheduling, please visit our web site at [www.airshareselite.com](http://www.airshareselite.com) and submit your scheduling request. Your flight will be confirmed on the next business day. For after hour's emergencies, call **(800) 482-5411** and choose from one of the available options. Our on-call managers will respond to your call as quickly as possible.

## **11. What if I need to cancel a flight?**

If you are unable to fly at your scheduled flight time, even at the last minute, regardless of weather, please call **(800) 482-5411** and speak with an Owner Relations representative. Doing so promptly will allow us to make the aircraft available to other owners.

## **12. How do I keep up with my Flight times?**

Each aircraft has a Binder notebook that includes several Flight Detail Sheets. These Flight Detail Sheets are used to record the pilots name, date, flight routing information, and record any “squawks” you may encounter. Please be sure and accurately complete these sheets with each flight. You’ll notice each Flight Detail Sheet is a multi-part form. The top “white” form is for us and the other is a copy for your records. When returning the Binder to the FBO front desk, please ask them to fax a copy of the Flight Detail Sheet to our office for our records.

## **13. How do I pay for fuel when away from the home airport?**

Included in the Binder notebook is a “Multiservice Fuel Credit Card.” When you need fuel or oil for your aircraft simply use the Multiservice Card. However, do place it back in the Binder with the receipt!! It is easy to inadvertently place the card in your wallet. We do ask that you pay separately for any airport fees, FBO service charges, or personal expenses. Tracking down these other fees is administratively time consuming, so please help us keep your expenses down by paying for those charges with another personal credit card or cash.

## **14. What should I do if the airplane has a problem while I’m on a trip away from the AirShares Elite base?**

Aircraft like the Cirrus SR 22 are amazing pieces of technology, but they are still mechanical devices and they definitely need lots of care. We do everything we can to address mechanical issues before they happen with a thorough and routine inspection and preventative maintenance program. That being said, we can’t prevent all squawks, all the time. If you should happen to have a problem while you’re on a trip, we will do our best to help you service your aircraft as quickly as possible. Give us a call at **(800) 482-5411** and we’ll begin working the problem immediately by coordinating with our internal Maintenance staff, the local service centers, and directly with the manufacturer to resolve the issue with your aircraft. While we are great problem solvers, there is little we can physically do if you are away from home and it is after hours.

## **15. If there is a “squawk” with the aircraft when I bring it back, how should I notify AirShares Elite maintenance?**

Squawks can come in all shapes and flavors, and we’re concerned about all of them. However, we categorize squawks in two major areas: “*Airworthiness Squawks*,” and “*Nuisance Squawks*.” We don’t expect you to be an expert at assessing squawks, but your experience as a pilot and AirShares Owner is very

helpful for us in determining whether or not to take an aircraft out of service. With that in mind, we have two-tiered approach to reporting squawks.

**Airworthiness Squawks** – *“Any squawk that would make you uncomfortable, or potentially dangerous in the aircraft.”* Examples would be autopilot issues, excessive magneto drop that can not be cleared, brake issues, avionics problems, Low / High oil pressure or temperature, abnormal CHT or EGT readings, or problems opening or closing the doors. For these Airworthiness Squawks, we ask that you write them on the Flight Detail Sheet, BUT ALSO please call our office immediately at **(800) 482-5411** so that we can ground the aircraft and take action prior to the next Owner’s flight. If you call after hours, please select the “emergency” option on the telephone option and leave us a message describing the issue.

**Nuisance Squawks** – *“Any squawk that is cosmetic or trivial in nature; one that would NOT prevent you from flying the aircraft.”* Examples would include a broken visor, broken cup holder, interior passenger reading lamp bulb, or other similar items. These items are obviously important, but perhaps not important enough to cancel the next flight and inconvenience the next Owner. These squawks will be addressed at the next convenient opportunity or the next scheduled inspection if appropriate. Please note these squawks in detail on the Flight Detail Sheet in the Binder notebook.

The great part about all squawks in the AirShares Elite program is that AirShares takes care of the hassles. Our team assesses the issue, coordinates the maintenance, updates the logbooks and computer records appropriately, all so you can enjoy the fun part, and ... Just Fly.

## **16. Again, how do I contact Owner Relations?**

**Toll-free Phone: (800) 482-5411**

**Toll-free FAX: (866) 448-4553**

**Or online at [www.airshareselite.com](http://www.airshareselite.com)**

**Or by email at [schedule@airshareselite.com](mailto:schedule@airshareselite.com)**

**Thank you again and Welcome to AirShares Elite!**