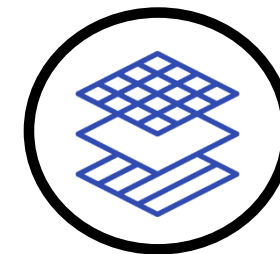


# Ops Agent Charter Procedures Checklist



## Ops Agent Charter Procedures Checklist

### Online Departure Charter/Ferry Flight

- Complete Briefing and WN-1030 Charter Checklist with assigned Leader
- Obtain Charter Backpack and pass through security screening
- Print Weather Packet and 4 copies of Dispatch Release for each offline leg
- Obtain at least 3 copies per leg of final charter manifest from Leader (commercial charter only)
- Verify that any catering/hospitality items have been loaded and that lavatory/potable water service are complete
- Work departing charter/ferry flight as primary Operations Agent
  - Ensure Ops Agent and any observers are accounted for in Weight and Balance

### Charter/Ferry Flight

- If ferry flight is worked in an online station, assist the assigned Ops Agent if applicable
- Greet ground handler and brief -800 series deplaning/boarding procedure (if applicable)
- Prepare fuel ticket and provide to fueller with Identaplate (if applicable)
- Prepare WN-1386 Offline Charter Load Plan Worksheet using provided commodity count and/or weights and brief ground handler on planned load
- Facilitate deplaning and boarding as necessary and verify thru count (if applicable)
- Obtain Pilot signatures on Dispatch Release
- Enter commodity and passenger weights from WN-1386 or CBLS and manifest in MARC
  - Ensure Ops Agent and any observers are accounted for in Weight and Balance
  - Verify that enough copies of manifest have been provided, obtain more if necessary
  - ○ Create a manifest if necessary using blank manifest copies provided in Charter Backpack
- Complete WN-1342 Manual Weight and Balance using values from MARC
- Use MARC to provide data to Pilots
- Add CG values provided by Pilots to MARC using Add CG button on top right of MARC page
- Compare MARC electronic WN-1342 to manual WN-1342 and address any discrepancies
- Photograph required documents and transmit MARC data, give envelope with required paperwork to ground handler
- Call MCC or assigned Leader to verify receipt and accuracy of all flight paperwork prior to departure
  - ○ If MCC is unavailable, contact NOC for further instructions

The Ops Agent Charter Procedures Checklist is a detailed list of what needs to be done in order for an Ops Agent to complete a successful Charter flight; this checklist is applicable to all SWA operated Charter flights. Attention in the enhancements was given to necessity of manifests and some more specific details to using the MARC app.

- Required paperwork photographed in MARC
  - Accurate Passenger Manifest
  - WN-1342 Manual Weight and Balance
  - Dispatch Release
  - WN-1386 Offline Charter Load Plan Worksheet or WN-214 CBLS
- Required paperwork placed in sealed envelope and given to ground handler
  - Copy of manifest
  - Signed Dispatch Release
  - Completed WN-1132 Offline Fuel Quality Assurance (if applicable)
  - Copy of WN-1342 Manual Weight and Balance
- Required paperwork to be retained for filing at home station
  - Copy of manifest
  - Signed Dispatch Release
  - Copy of WN-1342 Manual Weight and Balance
  - WN-1386 Offline Charter Load Plan Worksheet or WN-214 CBLS
  - Copy of WN-1204 3-Zone Passenger Count Worksheet (if applicable)