Tailored Services

A customized alternative to standard products and services.

Challenge
Each airline operation is unique. Route networks vary constantly, and matching operational changes requires different combinations of charts and pages.

Solution
Jeppesen tailored services allow you to design your own company manual, tailored to your requirements, to include geographic coverage based on the airports your airline serves.

Individualized chart coverage – the perfect fit
With individualized chart coverage selection, we tailor your manual's content to fit your company's operational requirements. You can also request special modifications to standard charts by adding specific company information, as your needs dictate.

Custom, special issue and tailored charts – to meet special circumstances
Our chart design experts work with you to deliver custom, special-issue and tailored charts. These chart layouts and text pages meet your specific requirements, and depict such information as company flight procedures, operational policies, or pictorials of gate locations.

Jeppesen publication services – additional operational support
Jeppesen publication services provides further support for your operation. We offer full typesetting, graphics, production and distribution facilities to develop and maintain supporting documents such as operations specifications, aircraft operating handbooks and the publication of airport analysis data.

Tailored accessories – accessories that work
A full line of tailored accessories is available to support your needs. Divider tabs, plotters, chart pockets, chart wallets, and binders can be customized, embossed or printed with your company's logo.
Tailored Services

Chart coverage selection – custom-built to fit your operation

Jeppesen tailored services allow you to design your own unique chart coverage to specifically fit your operational requirements. That means your manuals contain only the charts and pages required for your operation. The weight carried and revisions filed by crews are reduced significantly.

Manuals may be designed in a number of different ways and can include single or multiple coverages. Coverages can be arranged to include:

- The airports you serve according to geographic region
- Pilots flying different aircraft types, based on operating route structures for those aircraft
- Crew positions. For example, Second Officers may have different chart requirements than the Captain or First Officer
- Charts for charter operations, training, or simulator use

Tailored chart coverages offer the convenience of arranging coverages in almost any order that you require:

- Alphabetically
- Divided into separate volumes or sections for regular and alternate airports
- Content is arranged by country, state (Western Hemisphere only), or any other requirement

Changes can normally be made within a reasonable amount of time, making it possible to reflect route structure changes as they become effective. Content or distribution changes can be conveniently made via phone, e-mail, or fax. Orders for new manuals which are required for new pilots can generally be handled in one week or less.

As a tailored services customer you receive discounted pricing on the purchase of any standard accessories such as binders and tabs.

Custom, special issue and tailored charts – designed to meet your specific requirements

You will work directly with experts in chart design who will assist you with your specific charting needs. Jeppesen handles all of the graphics and text updating, printing and distribution to your company.

Custom charts

Custom chart layouts may include anything from a special approach procedure to a different geographic coverage of an enroute or area chart. Custom charts include automatic revision service, depict standard information changes, and are generally in the same familiar format as standard Jeppesen charts.

Custom charts can be developed in a relatively short timeframe. Maintenance is performed in accordance with our normal criteria, or with your specified criteria.
Tailored Services

**Special issue charts**
If your operation requires the addition of limited information or only a slight modification to a standard chart, we will create a special issue chart. This allows you to provide your pilots the exact information they require on a single document, preventing the need for referral to other pages or manuals.

Examples of modifications routinely made to our standard charts include:

- The addition of company frequencies
- The substitution of company aerodrome operating minimums in place of standard aerodrome operating minimums

**Tailored charts**
Tailored charts are designed for situations that require operationally specific information. These include:

- Company gate locations
- Push-back/power-back procedures
- Other company operating policies and procedures
- ETOPS plotting charts

Unlike custom and special issue charts, the customer supplies and maintains all the information for tailored charts.

**Publication services – correct and on time**
Jeppesen publication services supplements tailored charting services. By handling the production of publications required by flight crew members, such as:

- Operating handbooks
- Aircraft manuals
- Operations specifications
- Airport analysis tables

Print On Demand (POD) technology assures that you get exactly the publications you want, how you want them, when you want them. You provide the information in our specified format and we do the rest – produced, printed and distributed in a timely fashion. Publication services also produces reference books, cockpit checklists, or just about any other information your flight crews might need.

Our full typesetting, reproduction, and distribution capabilities eliminate the need for numerous contracts with multiple vendors to publish and distribute this vital information. Normally, revisions to publications can be completed and distributed to your company within a few weeks from receipt of your input.

Materials may be submitted in written manuscript or as electronic files. We handle all the printing and distribution. Publication services information can be included in your normal revision package, simplifying distribution to your company.

You have your choice of format. The standard 51/2” x 81/2” Jeppesen size provides a less cumbersome, easier-to-use presentation for published flight information. This size is compatible with our standard accessories, such as binders and divider tabs. Or, we can use the letter size, 81/2”x 11”, or A4 format as well. We also offer services such as spiral binding, book binding and laminating. Representatives will work with you to determine the best layout and size for your operation.
Tailored accessories increase functionality

Jeppesen offers a number of accessory items, which can be customized to your precise specifications. Tailored binders can be imprinted with a title such as “Flight Operations Manual” or your company’s name and/or logo on the cover and/or spine. We offer a number of binder cover options, colors and sizes.

Divider tabs may also be tailored to fit your specific requirements. Other accessories such as plotters and chart wallets may also be tailored or developed specifically to match your operational requirements.

Customer focused. Quality oriented. Time sensitive.

As a tailored services customer, your account representative will manage your account and quickly respond to any inquiries and needs. You can be confident that your operation will have the information it requires, when it is required, and that it will be superior in quality and accuracy, as you have come to expect from Jeppesen Airway Manual® services.

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