



## Over flight work plan

### Objective

Timely follow-up of our client's overflights; for all those we have the legal power, handling or those cases where we only help them to make the payments. With the purpose of not being grounded in Mexico by both Mexican Airnav Agency (SENEAM) and/or Mexican CAA (DGAC).

### Strategic considerations

Follow-up will be carried out daily as follows: Each time a new handling is received, an outstanding balance will be requested to Mr. Julio Ortiz, Director of Aeronautical Operations at SENEAM, in order to verify if the operator or the customer has debts or overflights pending to pay.

1.-Every time a new handling is received, without exception, we will examine the Edict of suspended users dated November 9, 2016 that both the operator and the client are not on this list.

2.- In case they are not blocked, a note will be written in the Tripsheet in which all the operations team are informed that they are free to overfly and the coordination and confirmation of services will continue.

UTC Date	User	Log
abr 06/2017 23:00:...	Israel Tourlay Ariz...	SENEAM provided us an updated navigation balance of the User 4417 and payments ready of being processed. And is clear to overfly.

**Image 1.**-Example of the noted included on the tripsheet.

3. If the aircraft and operator are blocked, we will make the pertinent comments to the client so that they can take their precautions.

3.1. In cases in which Manny acts as legal representative before SENEAM, the operational balance will be requested to Mr. Ortiz to know the amount of the debt. The client will then be advised of his balance and pending for the approval of payment and be processed by the Manny administrative team in a timely manner.

3.1.2. In cases in which Manny is NOT a representative, we will proceed to give notice to the client of the process to follow to obtain its operational detail directly with SENEAM. And in case of having the user number, Manny will share it to the client so that obtaining their balance is expedited faster.



## Over flight work plan

4.-Once the confirmation of payment by the client is received, an email will be sent to [admon@mannyaviation.com](mailto:admon@mannyaviation.com) and [ops@mannyaviation.com](mailto:ops@mannyaviation.com), requesting the payment of the overflights on a timely manner; Always sharing the numbers of users and dates for an internal control of the overflights paid by administration.

5.- From their side administration will be responsible for making payments and send a copy of the voucher to [ops@mannyaviation.com](mailto:ops@mannyaviation.com) to be shared with Mr. Julio Ortiz (for registration and validation) and the client to file.

6.-SENEAM will respond together with the navigational balance (if there are still omissions or differences) that will be given the same follow-up described in previous points. In addition, and as agreed at the meeting on Tuesday, March 28, 2017 with the Director of Aeronautical Operations, SENEAM will share monthly the balance of all the clients represented by Manny. The first balance was shared on Thursday March 30, 2017 that is already in the system and shared with the respective customers for approval of payment.