

Overview

U.S. Bank Multi Service Aviation now offers flight support services in conjunction with Baseops International, a leading global flight support services company. The combination of these two powerful organizations brings even more value to our clients and enables aviation departments to efficiently and effectively manage their overall programs.



Multi Service Aviation cardholders now have access to the full suite of Baseops flight services, including flight planning, trip support and weather tracking. Aviation departments can schedule and pay for all of their aviation-related expenses by using just one card and will receive just one invoice.

How It Works

With a team of experienced aviation professionals, including licensed dispatchers and degreed meteorologists, pilots can get all their flight support requirements handled in one easy step. Baseops provides a vast array of service packages and options from overflight and landing permits, flight plans, weather information briefing, ground handling and transportation, hotel reservation, catering and much more. Clients can mix and match services to ensure the proper combination.

Once services are rendered, the cardholders are billed by Baseops through their card account. The cardholders receive a consolidated invoice with both Multi Service Aviation fuel charges and Baseops service charges. No additional administration fees are added to the invoice. U.S.-based clients can review, reconcile and pay their invoices online on the Multi Service Aviation website.

To schedule service, all Multi Service Aviation cardholders need to do is contact Baseops to register their trip requirements. The Baseops team then works with the aviation department to gather details. Pilots receive pertinent information within 24 hours prior to the flight. Permits, hotel details and any additional requested services are sent to the client once confirmed.

Additional information, like the pilot's operation package, is normally sent to the flight department three hours prior to the scheduled departure.

Flight Planning

The Baseops flight planning department, staffed 24/7 by experienced aviation professionals, provides flight plans, trip support and weather updates/tracking to help plan a trip. Baseops works diligently to ensure aircrafts safely reach their destination and are in compliance with Air Traffic Control requirements.

- **Notices to Airmen (NOTAMs)** — Flight planners review airport and Flight Information Region (FIR) Notices to Airmen (NOTAMs) and alert the clients if issues arise, including airport closures at point of origin or destination, special event closures or changes in hours of operation.
- **Weather Concerns** — The flight planning department works in unison with its meteorology department to select optimum alternate airports during adverse weather conditions.
- **Flight Plans** — Flight planning packages are developed with the client in mind, either using preferred or customized routes to optimize aircraft capabilities. Additionally, flight plans can be based on country routing preferences, cruising speeds and desired flight levels.
- **AirData** — Addressing flight planning, weather and pilot briefings needs, Baseops AirData software delivers low-cost, up-to-the-minute intelligence, in an easy to understand graphic format, which is tailored to the pilot's preference.

Trip Support

In addition to flight planning, Baseops also provides on-ground trip support services.

- **Ground Handling Services** — Transportation to and from a hotel, catering, special passenger assistance and coordination with airport authorities are the varied types of ground handling services that can be arranged.
- **Hotel Reservations** — Baseops will work to secure a client's preferred hotel at the preferred price and ensure the rooms are available for the scheduled arrival.
- **Permits** — Many countries require approval prior to flying in their airspace or landing within their borders. Baseops obtains these permits expeditiously, working to ensure a flight will be uninterrupted and safe.
- **Customs Arrangements** — Customs clearance differs from country to country. Baseops manages all inbound and outbound customs activities from Advance Passenger Information System (APIS) filings to updating customs of scheduled arrival times.
- **Fuel** — Available exclusively through Multi Service Aviation, cardholders can take advantage of discount contract fuel prices from World Fuel Services, Baseops' parent company.

Weather Tracking

Whether over land or sea, Baseops meteorologists continuously monitor conditions along a pilot's route and provide weather briefs, climatology data and forecasts. During the tropical storm season, Baseops sends plotted forecasts in advance of a trip showing the current initial position, strength and direction of a storm, along with future tracking. On the day of operations, pilots receive tropical graphics and data related to their flight plan. A pilot can also access marine weather reports, such as wind, wave and swell forecasts that could affect a trip.

- **Briefs** — Meteorologists on staff 24/7 make it easy for flight crews to get a clear, concise weather forecast at any given time. Whether domestic or international, current weather or an outlook, Baseops quickly provides crews with the answers they need over the phone. A detailed analysis of a flight, including terminal forecasts, latest observations, sigmets, pireps, airmets and graphical weather charts, such as significant weather, wind chart and radar summaries are also available via text messaging.
- **Climatology Data** — Historical weather data is available for hundreds of locations worldwide. Baseops meteorologists can compile statistical information for any given month depicting a variety of weather occurrences, such as temperature (averages, highs and lows) and precipitation (historical and types).
- **Outlooks** — Pre-planning weather packages provide the pilot with information critical to trip planning, such as possible destinations, alternates and technical stops. Provided one to three days before a scheduled trip, weather outlooks will help eliminate weather-related surprises that could impact travel plans.
- **MetWatch** — A client's flight is not complete until the aircraft is safely on the ground. With MetWatch procedures, no flight goes unwatched. Meteorologists stay on top of operations and watch for potential weather problems that may develop during a flight.

Contact U.S. Bank for more information

To find out more of Multi Service Aviation's latest service offerings, please contact us toll free at 877-MSA-CARD (672-2273) from within the U.S., or at +1 913-725-6700 from outside the U.S. or visit us at usbpayment.com. You can also write us at 12800 Foster Street, Overland Park, KS 66213.

For more information about Baseops International, please contact Baseops toll free at 800-333-3563 from within the U.S., or +1 281-556-2505 from outside the U.S. You can also visit baseops.com.

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