

Form Instructions:

If filling out this form by hand, please fill in as much information as possible and send to the helpdesk via fax or scan and email. You can also call the helpdesk and they will take the information from you and fill out the form and submit it on your behalf.

Each field is explained below. If unsure of a response, or the field does not apply, put "Other" or "N/A." Please ensure the required fields are completed or we will be unable to research the issue you identified. Required fields are in **Bold**.

OPR number: This will be auto generated and sent to the Submitter and Contact Representative if those fields are filled in. This number can be used to check on the current status of the OPR.

Incident Date: Date the issue occurred. If over new day, please list both days. Any format accepted.

Incident time: Approximate time the issue occurred in Zulu or GMT. If you put the local time, please indicate local. If over a period of time, please include start and stop time. Example, 1600Z, or 1400-1500Z.

Organization: This field is for the organization that you represent and support. Examples are: Airline, Tower, AOC/FOC, Center, and Other (Feel free to write in your organization).

Role: This field helps define your role within the organization that is reporting the issue. Examples are: Airline internal helpdesk, Pilot, Operations specialist, Clearance Delivery, Tower Supervisor etc.

Location: The Field/Tower the issue occurred or where the clearance was received/Departure Airport. Examples, KSLC, Salt Lake City, SLC... Any format as long as it is clear. If the event happened during the En-Route portion of the flight and not an issue with the departure clearance; the center reporting the issue. If being reported by someone other than the center, please attempt to include the center.

Flight ID: The flight identification number or Call sign for the aircraft involved. Please include the Flight ID as filed, or what is on the cockpit display. Please include all characters and not just the number. Examples, SWA12, UAL3245, DINGO93. Since a large number of issues result from the filed Flight ID not matching the Flight ID entered into the avionics, it is imperative this number is documented correctly.

Tail #: Tail Number of the aircraft if known. Typically starts with N and is followed by 5 or 6 alpha numeric. Examples are N867530 or N9JENNY.

Strip ID: This is the Strip identification number, CID (computer Identification number) of the flight strip that is printed out in the tower. If able, please include a copy of this strip with your submission. It can be stapled below the Problem Description before scanning or faxing.

Carrier: This carrier field should be filled in with the airline involved in the issue being reported. Abbreviations or slang acceptable. Examples, SWA, Southwest, AA, American, Delta, UPS etc.

Non Flight related check box: Check this box if the issue is not related to a specific flight. If not flight related, please include any and all information related to the issue noticed as there will be no flight logs to pull and we will be relying on your description and observations to analyze the issue.

Multiple Flights check box: In the event the same issue is observed with two or more aircraft, checking this box makes the submission easier on you. Please make sure to check this box, and include the Flight ID of the additional aircraft tied to the issue noticed. If the events affecting multiple aircraft span two days, please note the time frame in the description as well.

Submitter information: An optional field only used to contact the submitter to get a better understanding of the issue if unclear from the report if needed.

Contact Representative (for your organization): This is the person in your organization that wants to monitor the OPRs submitted, or be informed of their submission and status. If the submitter is the contact representative, just check the corresponding box.

Problem Description: Please explain in as much detail as possible the specifics of the issue noticed, and any incidental information that may or may not be relevant, Feel free to include your opinion on what the problem is and or a corrective action or recommendation for improvement to eliminate the issue.

There is space at the bottom to include the flight strip, or it can be scanned and emailed to OPR@Harris.com