

Jeppesen FlitePlan Online Sunset

Q. When will FlitePlan Online (FPO) be sunset?

A: FlitePlan Online will be sunset on July 31st, 2020. After this date, no further connectivity with FlitePlan Online will be possible.

Q. What is the impact on my operations?

A: We encourage you to immediately contact your Account Manager to explore product alternatives in order to continue with flight planning services.

Q. Are there any alternative products I should consider to replace FlitePlan Online?

A: A product recommendation heavily depends on your specific requirements and how you utilize the Flight planning solution. Alternatives to FlitePlan Online for commercial airlines include JetPlan.com, JetPlanner 4.x and JetPlanner Pro. Military Customers should discuss product alternatives with their Account Manager.

Q. Will these options have a financial impact on my operations?

A: All of the proposed solutions have different fee calculators as well as different levels of service. Please contact your Account Manager to discuss the best option for your operations.

Q: What happens after FlitePlan Online has been sunset?








A: Your data will continue to be available within the JetPlan Engine. You will be able to run flight plans as usual using one of the alternate interfaces.

Q: I'm using Operator, will FPO within Operator also be sunset?

A: Yes, Your Operator Account Manager will discuss the alternatives that are being offered within Operator with you.

Q: Who should my customer contact for more information?

A: Please contact your Account Manager or visit the Customer Support Portal by clicking the button below or contact our 24-hour OPS Support Team at OPSSupport@jeppesen.com. You can also contact us via phone per your respective region.

Americas & Canada 1-303-328-4030  Toll Free: 1-866-498-0213  Hours: Mon-Fri 6:30 AM – 6 PM MT Sat: 8 AM – 2 PM MT Sun: Closed	United Kingdom & Ireland +44 1293 842404  Toll Free: 0 (800) 085 5377  Hours: Mon-Fri 9 AM – 5 PM Sat: Closed Sun: Closed	Europe +49 6102 5070  Toll Free: 00 800 5377 3736 Hours: Mon-Fri 9 AM – 6 PM Sat: Closed Sun: Closed	Middle East, Africa, Asia +49 6102 5070  Hours: Mon-Fri 9 AM – 6 PM Sat: Closed Sun: Closed	Australia +61 07 3105 9480  Toll-free: 1800 149 658 Hours: Mon-Fri 9 AM – 5 PM
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