

# Handling Requests

[Video Tutorial](#)

This tool allows you to save a lot of time on preparing and sending emails to **handling agents** and/or preparing **GAR's** (General Aviation Reports).

In **Handling requests** section in Admin Panel you can define contact details that will later show in "From" section in Handling Request email. In the same section you can also define the Footer that will also be applied to the Handling Request email. Billing info can be set up in **Fleet** section. Once this is done, handling requests document can be sent out.

After opening the handling tab from **Legs Info** page, you can see the default items that were previously entered in '**Admin Panel**' - Handling Request section. You can always edit these fields and add or delete some items. Uploading and attaching of documents to Handling Request email is also available.

To include **HOTAC** information in handling request, click the appropriate check box in **Crew** tab. It is also possible to add HOTAC default details in **Handling requests** as well as to add additional information if breakfast, lunch or dinner is provided (tick appropriate check-boxes).

If **passengers data** has been added in the tab '**Pax**' it will also be displayed on HR and **GAR** document.

**Sending handling requests emails always concerns only the airport to which the email is sent. This airport will be in BOLD letters in table SCHEDULE in Handling Request email**

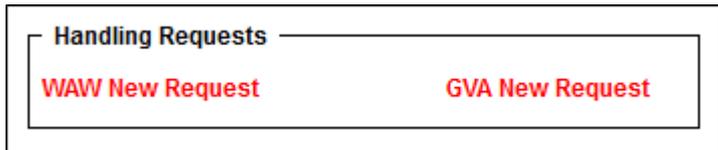


Handling Requests form - an option of connecting another flight



Changing a handling agent - an option to send an updated HR form

**Handling Requests** are available from Handling tab in **OPS Checklist** (when you click on the status-dot in Flights List section).



Handling Requests history

Clicking on one of the links will open Handling Request email window and also it will give access to HR History. Handling Request window is fully editable. Let's use EPWA airport as an example (see screenshot on the right).

You can see that HR gives you an option to **connect** and **disconnect** flights to schedule in HR email. Suggested flights are matched by the registration of an aircraft. Matching can be done at any stage of the process i.e. if you sent an email with option None (no connection), you can always send an update with the leg connected. You can also disconnect a flight and send an update.

If you are sending HR to ADEP, Leon will suggest matching 2 flights from before departure time. If you are sending HR to ADES, Leon will suggest matching 2 flights in the future. This includes "Options".

You also see that when sending HR email to a handling agent at the airport EPWA not only there are **details about the arrival flight** to EPWA, but also **details about the next departure flight** from EPWA

**Handling Request SEND button** corresponds now with the tabs in Handling Request message window. This means that apart from word "SEND" there are:

- **Status of Handling Request** - New, Update, Cancel and variations, i.e. if you are sending an Update and Cancellation button will display: "SEND CANCEL (1) UPDATE (1)".
- **Number of identical requests** - this is a number in the bracket, i.e. if there are 2 Update emails sent to 2 different Handlers button will display following information: "SEND UPDATE (2)"

It is also possible to attach and send files along with Handling Request email. This file is then visible and accessible in the History Tab.

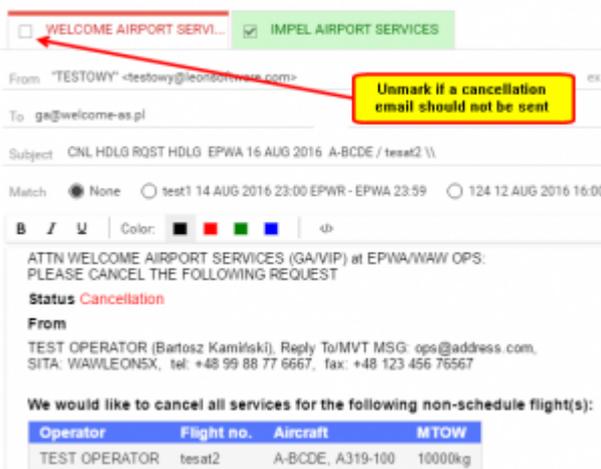
Once handling request is sent, the status will change to **RQS** and the link will change its status from **EPWA New Request** to **EPWA Show History**.

In a situation when a handling agent has to be changed on one of multiple leg trip, **Handling Request** facility will allow to simultaneously send **Update** email to old handler and new request email to a New Handler:

## Cancellation email

In case when one leg of a trip has to be deleted Leon will populate cancellation email ready to be

sent. The title of HR email will start with **CNL** and the wording will clearly request the cancellation of HR facilities.



Sending a cancellation email

As mentioned before, the history of changes is easily accessible from **History** section via Handling Request link.

If you are sending emails to Handling Agents from external company email account and only want to **update manually** statuses in Leon, Handling Requests panel will automatically update the information to **EPWA Show History** and the status in the history section. All you need to do is to change the status and update the screen.

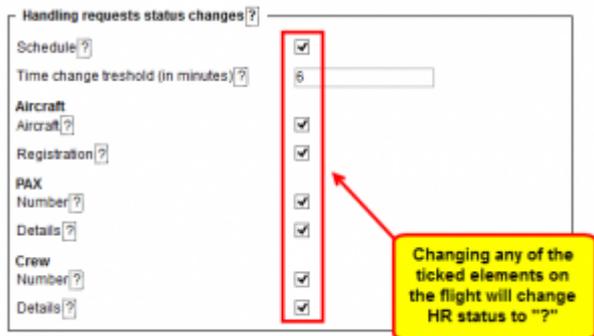
Clicking on the **EPWA Show History** will display **There are no changes to this flight** message. Clicking on it enables an option to send Handling email with an update.

**Updating Handling Status also updates the Airport Slots to** RQS

If one leg is **cancelled** the status will change to ?  and **Handling section** will display **EPWA Update** information. Clicking on it will allow to send **Handling request cancellation email**. Once the **cancellation email** was sent, the status will update to RQS

It is possible to decide if a **cancellation email should be sent or not** (in order to i.e. keep slots booked) by unmarking a handling agent in a HR sheet

All the changes will update Handling Request **History** link. All the **files** attached and sent with Handling Request will also be visible and accessible in the History Tab. Handling Request with the status updated **manually** will have no email information and will only display a message **This email wasn't sent to an agent**.



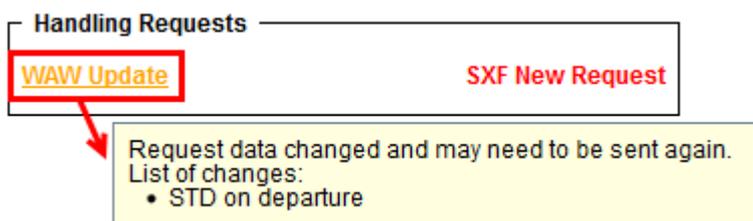
Handling Request status changes checklist

**It is also possible to choose the elements of the flight that affect Handling Request the status.**

In order to do it you have to go to [Handling requests](#) tab where you will find HR status changes checklist. Checklist consist of list of items as shown in the screenshot, which when ticked will affect the status and change it to ? and vice-versa (unticked - changes made to a flight will not change the status). "Time change treshold" allows to set a buffer where when the schedule is changed by fewer minutes than indicated in this option, the HR status will not change.

All the elements of the checklist are ticked by default. **Schedule** checkbox is ticked and cannot be modified.

Changes to the fligt that affect the status of Handling Request, apart from changing status to ?, will also change HR link to [Airport Name Update](#). When hovering the mouse over this link, it will display a list of changes in the tooltip.



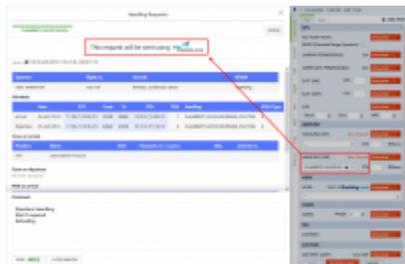
Changes displayed in a tooltip

## My Handling

**MyHandling** is a different way of sending **handling requests** used by certain airports.

**Integration process** with MyHandling software is explained in the [Integrations](#) section of the Manual.

Airports using **MyHandling** do not receive standard email to inbox. Instead they use **MyHandling application** that stores every **handling request** sent.



MyHandling functionality

**Advantages** of this process are:

- A single operator can process more information and faster
- All handling requests are grouped
- Invoicing simplified and clarified

**Sending handling requests** with MyHandling is exactly the same as sending standard handling requests. Clicking on **New Request** opens **MyHandling** request widow.

There are few **conditions** that have to be fulfilled in order to send requests with **MyHandling**:

- Airport must be using MyHandling application
- If airport is not part of MyHandling facility, standard Handling reuest window will open
- MyHandling in Leon (new) activates only when aircraft finishes one leg and starts another leg of the same trip at the same airport as shown in the example below



MyHandling unable to be sent alert

STD	ADEP	ADES	STA
16:00	NCE	CMF	16:35
17:00	CMF	NCE	17:35

- There must be the same Handling Agent assigned to both legs of one trip
- Flight number has to be alphanumeric (no special signs)
- If MyHandling cannot be sent, message will show on the screen. Clicking on the message will open standard handling request window

**Sending Updates for the past flights is impossible via MyHandling.** In such case Leon will allow you to send an Update via standard Handling Request. This is to update Checklist status automatically. Alternatively, you can send an Update from external email and update the status in Leon manually. You can also log the changes via MyHandling application/website.

Requests send via **MyHandling** will show in **Handling request history tab** as they show in standard Handling request history.

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