

# Requests/Quotes

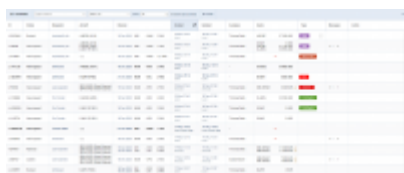
On the main page of the **Requests/Quotes** panel you can see the list of **Quotes** downloaded from **Avinode** as well as those created in Leon.

Quotes unread/unedited are displayed in **bold** to all users until it is read/edited by the particular user of the operator.



L-M1U2MS	New request	FlyHigh Ltd.	D-LEON (G450)	28 Mar 2019 EPWA - EGGW 0 PAX
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When a new quote is added, Leon shows a message  **1 NEW REQUEST, 0 UPDATED REQUESTS** - click it and the new quote will appear on the screen.

The main page displays several columns:



Requests/Quotes - the view on the list of quotes

- **ID** - quote request ID.
- **Status** - showing the status of the quote: New request, Quoted, Booked, Option, Brief sent, Contract sent, Rejected or Closed.
- **Requester** - requesting client's name or a company.
- **Aircraft** - requested aircraft registration & type.
- **Itinerary** - requested itinerary.
- **Created** - informs when the request has been created. Switched off by default, can be switched on in the '...' filter
- **Updated** - day, month & exact time (LT) of updating the quote as well as the source (Avinode or Leon).
- **Assignee** - first person who is editing unread RFQ and designated to work with the quote. Underneath the person's name, Leon displays the Base to which the quote is assigned in the quote edit section
- **Quote** - list of possible aircraft quotes with prices - the lowest price is always on top
- **Avinode price** - column presenting the price from Avinode initial request
- **Messages** - Leon displays all comments added in the quote's edition - unread  and read 
- **Action** - hover the mouse over and there are **3 icons** available: **Trash icon** to delete the quote, **Clone icon** to copy the quote and **Envelope icon** to mark the quote as 'Read' or 'Unread'

In the top-right corner there is a  icon including **filtering** options:

- **Columns** - here you can choose which columns are to be displayed in the list of requests
- **Preferred airport code** - you can switch between ICAO and IATA codes for the whole 'Requests/Quotes' panel

Use **3** available fields on top of the page to filter the list of quotes:

- **Type to search** - you can type any part of the ID or Requester to find the quote. Additionally, you can search by the **Airport code** or **Routing**
- **Status** - Leon shows 'all' quotes by default - click to open the drop-down box and select the status to narrow down the list of quotes.
- **Show** - you can filter by the following:
  - **All** - displaying either all requests
  - **With unread messages** - displaying only the requests with unread messages
  - **Empty leg requests** - displaying only requests for empty legs coming from Avinode
  - **Owner requests** - displaying trips requested by the owner in the Owner App ('Owner' label in the 'Requester' column)
- **Show also archived** - checkbox that allows displaying archived requests. The request is considered as 'Archived' if the status is set to either 'Rejected' or 'Done' or if the itinerary is scheduled before 'NOW'. 'Archived' requests are indicated on the list of requests by the grey bar on the left-hand side and the 'Archived' label underneath the status in the 'Status' column. The Requests list is checked every **6 hours**

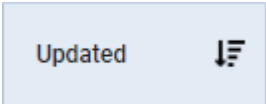
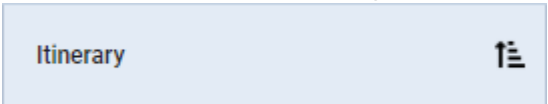
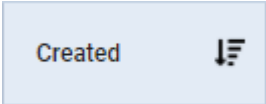


'Filter' option

- **FILTER** - allows filtering by:
  - **Assignees** - sales person(s) assigned to quotes
  - **Tags** - tag(s) assigned to quotes

JXDRZY	New request Archived	Leon-operator	SBC-599GZ (Global Express)	29 Aug 2020	KRK	- WAW	1 PAX	04 Sep, 16:15 Avinode	Thomas Delta
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It is also possible to **sort the requests** by:

-  - sorting based on the date and time of the update of the request
-  - sorting based on the date and time of departure of the first leg of the itinerary. This does not include the legs that already took off. Only includes the legs from 'now' minus 24h. It does not update the requests list and the green update button is not available
-  - sorting based on when the quote was created, from the most recent to the oldest or the other way round

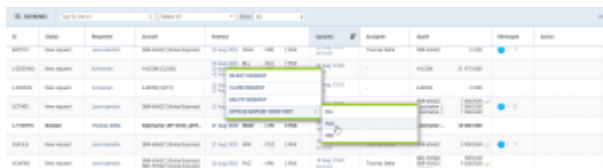
**There are additional options available directly from the Requests/Quotes view.** In order to access the options menu, click with the right button of the mouse.

**The available options are:**

- **REJECT REQUEST** - allows to quickly reject a request
- **CLONE REQUEST** - option to clone specific request. Option briefly described below
- **DELETE REQUEST** - option to delete request. Option briefly described below
- **ASSIGN TO** - option to assign the request to a person and base
- **OPEN IN AIRPORT DIRECTORY** - allows opening airport information

- **SEND MESSAGE** - allows sending a reminder message. Option briefly described below
- **SHOW STATISTICS** - displays statistics of quoted and booked routings. Option described below

## OPEN IN AIRPORT DIRECTORY

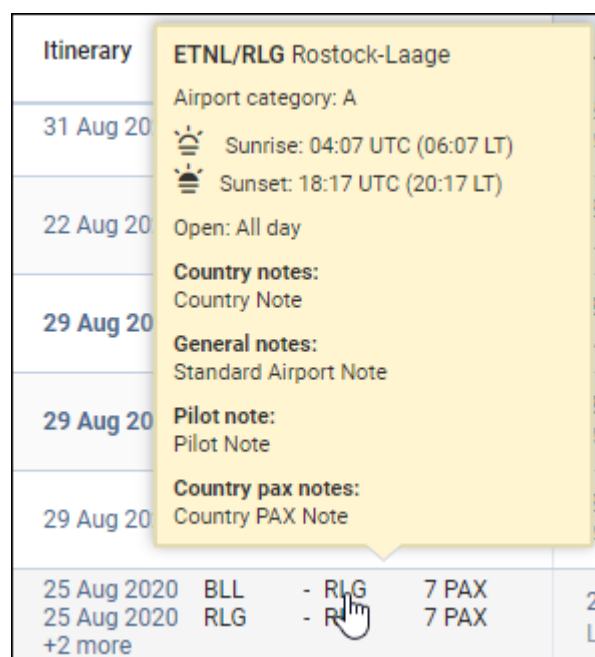


Option to preview airport in Request-Quotes

It is possible to preview selected airport details from 'Request/Quotes' list.

Simply click with the right click of the mouse on the selected itinerary details and Leon will open a pop-up menu where one of the options is '**OPEN IN AIRPORT DIRECTORY**'. Hovering the mouse over this option allows selecting and previewing an airport from the Itinerary in the Airport Directory (upon clicking on selected Airport code).

Hovering the mouse over the airport code, displays **the airport details and airport notes**.

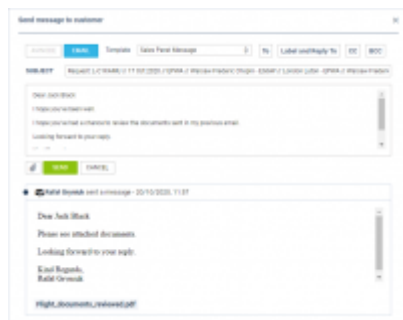


It is also possible to **open the specific request in the new tab by:**

1. clicking on it with the middle scroll button of the mouse, or
2. holding the left 'Ctrl' key and clicking on the left button of the mouse (or a pad)

By clicking any part of the quote Leon gets displayed the **quote edition** page.

## SEND MESSAGE TO CUSTOMER



### Send Message to Customer option

It is possible to send a message to the Client directly from the 'Requests/Quotes' list.

In order to do that, click with the right-click of a mouse on the request of choice and select **SEND MESSAGE TO CUSTOMER** option from the pop-up menu.

'SEND MESSAGE TO CUSTOMER' window will open where you can:

- select email template from available 'Sales Messages' templates
- attach documents

If the quote comes from **Avinode**, 'AVINODE' button will be active which will allow sending messages directly to the Avinode chat.

**History of correspondence** will display below the current message.

## New Quote

**PRICING**

Aircraft Fees	B-ARTI
Airport Fees	Medium Jet
Quotation method	Costs & margin
Default margin	12 %

'Pricing subsection in 'Fleet' settings

It is possible to quote trips based on 2 different methods:

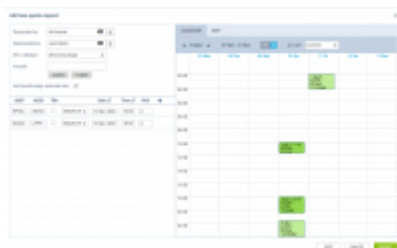
- **Price based**
- **Costs & margin**

The **default method** of quoting can be selected in the 'Settings' > 'Fleet' section in the 'Sales' tab 'Pricing' subsection.

There, you can also select the 'Default margin' and assign default pricelists (fees).

**Additionally, you need to remember to insert the 'Cost' values in the 'Aircraft Fees'. The 'Airport fees' are considered as costs.**

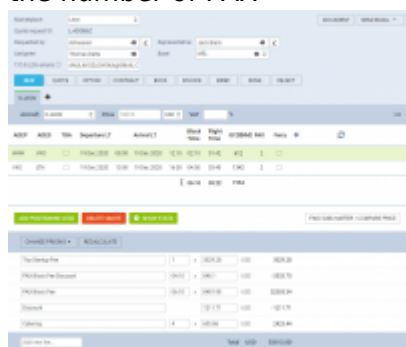
## Price Based



New request pop-up window

To **add a new quote** you need to perform the following steps:

1. Click on **NEW QUOTE** option in the 'Requests/Quotes' screen
2. Fill in the information in the '**Add new quote request**' window:
  - 'Requested by' - name of the Client requesting the trip
  - 'Min. category' - a category of the aircraft on which the trip is requested, e.g. Heavy jet, Midsize jet, Piston, etc. This will allow searching for the subcharter flights in Avinode if needed. If the aircraft registration is selected, Leon will automatically select the lowest aircraft category
  - 'Aircraft' - selecting aircraft on which the request should be performed. Only operator aircraft available in the dropdown list
  - 'Add positionings automatically:' - ticking the checkbox will automatically add the positioning legs
  - 'Schedule section' - ADEP, ADES, option to select 'Departure'/'Arrival' date and time (in LT) and the number of PAX

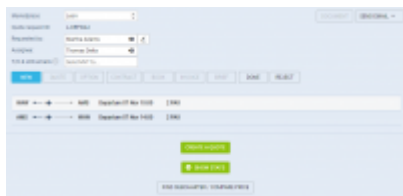


New request editing window

'GCD(NM)' will be calculated automatically. Leon will display the itinerary in the Calendar view as well as on the map (Tab 'MAP'). If the aircraft is selected, the 'CALENDAR' tab will also display the positioning legs. You can also select **'TBA' checkbox** which will allow inserting the schedule without having to indicate 'Departure'/'Arrival Time'. In this case, the itinerary will display on the Calendar underneath the flight date

3. Press 'CREATE' to add the request
4. Request editing section will open, where:
  - if 'Add positionings automatically:' checkbox has been ticked, the positioning legs should be added automatically and should be marked as 'Ferry'

- the schedule timeframes should be built based on the aircraft performance and the minimum ground time required (Positioning flights)
- the quote should be added and calculated based on the 'Fees' assigned in the aircraft settings > 'SALES' tab. If there are no fees assigned to the requested aircraft, then no quote will be created automatically. If there is an 'AIRPORT CHARGES' integration in place, there is a possibility to automatically recalculate airport fees based on 'AIRPORT CHARGES' (more information in the 'AIRPORT CHARGES' subsection)



Request without assigned aircraft

It is possible to add a request **without selecting the aircraft**.

In this case, the editing window would suggest creating a quote ('CREATE A QUOTE' button) or finding subcharter in Avinode ('FIND SUBCHARTER/COMPARE PRICE' button).

If we choose to create a quote, the standard edition window will appear with the schedule that we inserted initially but with no aircraft selected and no times calculated.

The request with no aircraft assigned will present on the list of requests as per below:

L-TXZI5J	New request	Annika Annika Abraham	- (-)	12 Sep 2020	WAW	- AMS	2 PAX	11 Sep, 12:27 Leon	Thomas Delta
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## Costs and margin

This quotation method allows quoting based on the cost and increasing the quoted amount by a specified margin.

In order to quote using 'Costs & margin' method first, you need to:

- Insert the costs in the 'Cost' column in a selected 'Aircraft fees'
- Assign 'Costs & margin' as the default method in the 'Settings' > 'Fleet' section, 'SALES' tab
- Select the default margin per aircraft in the 'Settings' > 'Fleet' section, 'SALES' tab

Quoting based on this method is very similar to 'Price based' method.

Within the quote breakdown, you will see the 'Cost' column where the default cost value from the pricelist is populated.

Label	Unit	Cost	Margin	Total
Price Base Fee	EUR	100.00	100.00	200.00
Price Base Fee Commission	EUR	100.00	100.00	200.00
Price Base Fee	EUR	100.00	100.00	200.00
Price Base Fee	EUR	100.00	100.00	200.00

Quote based on 'Costs & margin'

The **Discount** and **Additional Fee** elements **do not apply to** 'Costs and margin' quoting method.

Values in both 'Unit' and 'Cost' columns can be manually overwritten.

The major difference is that in the **summary** section, there are 5 elements:

- **Cost** - this is the sum of the total costs
- **Margin** - default margin used to calculate the price. Can be manually overwritten
- **Price without commission** - amount for the Client without third party commission. Calculated in a way that required margin is achieved:
  - $\text{Price} = \text{Cost} / (100\% - \text{Margin}\%)$
- **Third Party Commission** - the amount of commission paid to the third party, e.g. a broker
- **Total price** - the price that is a sum of 'Price without commission' and the 'Third Party Commission'
- **Gross price** - not editable and appears only if **VAT value** is inserted. Hovering the mouse over the 'Gross price' amount will display VAT value in the tooltip

**Additionally**, hovering the mouse over each of the calculated amounts will display a tooltip with the cost/price calculated per hour of:

- **Flight time** and,
- **Block time**

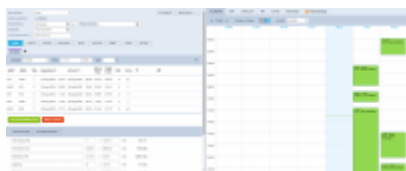
**'Price' value can be edited and overwritten. In this case, when inserting the price and clicking outside the 'Price' input, Leon will round the price with accordance to the setting in the 'Fees' section. Additionally, Leon will recalculate the 'Margin' value.**

The **sales documents** will still present the total price from the 'Price' box above the itinerary.

**In case if the default method changed from 'Costs & margin' to 'Price based' in the 'Fleet' settings, and you wish to recalculate**

**existing quote based on the updated method, simply select 'DELETE QUOTE' and then 'ADD QUOTE' options. Leon will requote based on the new default method.**

## Managing the RFQ



Requests/Quotes - the quote edition page

The main page of the **RFQ - Request For Quote** page is divided into **2** sections, which show all details in a transparent way:

1. RFQ details with options of adding & managing the quote.
2. Displaying the quote in Calendar, managing the Checklist, PAX and other options.

## Details of the Request

The top-left part of the page shows details, such as:

- **Marketplace** - Avinode, HelloJet, Victor or Leon.
- **Quote request ID** - ID of the quote generated by Marketplace. Additionally, two icons available:
  - **Show changes history** - displays the history of changes within the quote
  - **EDIT REQUEST** - option to edit the initially requested schedule and apply changes so that they reflect in the main Requests/Quotes view
- **Requested by** - client or company name.
- **Representative** - client's representative (defined in Leon or imported from Marketplace).
- **Assignee** - a person who is designated to work the quote.
- **T/O & LDG emails** - client representative's email address to which Leon should send MVT emails (or client's if Representative is not selected). Can be deleted or overridden by manual entry.

## Adding a new client/representative



Adding a new client (company or person)

It is now possible to **add a new client** (a company or a person) straight from **REQUESTS/QUOTES** panel, as well as adding a client's representative.



When creating a new quote, click a + icon right next to the 'Requested by' field.

Requested by:

Leon will show slightly different windows if a new client is a **company** and a different one if a new client is a **person** (see screenshot on the right).

Once a new client has been added it will be stored in Leon for future usage and its profile is also created in the [Phonebook](#)

New Person | New Company | Export to XML | Export to Excel | Import PAX

Type	Client▲▼	Surname▲▼	Name▲▼	Code▲▼	Phone	Email address
<div></div>	Yes ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	Yes	Smith	Adam	ASM	+44 7687 1276	asmith@gmail.com

Records 1 - 1 from 1



Editing requester or representative

It is also possible to **edit a Requester or Representative** by clicking on  icon located next to Requester/Representative box.

Requested by: 

FlyHigh Ltd.  

The changes applied in the 'Edit requester/representative' pop-up window will apply instantaneously.

### Operator bases

Operator: 

Leon

Quote request to: 

LOMBERT

Requested by: 

Artesian

Assignee: 

Thomas Della

Representative:

Base: 

WFO

RQ assigned to a base

It is possible to assign requests to bases.

This feature only applies to operators that have more than one base. For the operators with **one base only** this functionality will not apply.

Bases can be defined in [General Settings](#) section.

### Assigning Operator base to a Client

Once the bases are added, it is possible to assign one to a user, Client or directly to the request.

Operator bases can be assigned as follow:

- **Client/Client Representative** - by editing Client/Client Representative in RQ details section
- **User** - by editing a user in Settings > Users section

If the base is **assigned to a Client**, the trip requested by this particular Client will automatically be assigned to the Client's base.

Once this request is edited by a **user with base assigned** then this request will get assigned to the user base automatically.

It is also possible to assign or change the original base, including the base initially assigned to a Client, **without having to assign a specific user**.

### Requests filtered by one Operator base

The 'Requests/Quotes' list includes all the requests including the ones without bases assigned.

If you select a particular base in the operator selection dropdown (top-right corner of Leon), the Requests/Quotes list will only display the requests assigned to this particular base. See screenshot on the right.

**Change of assignee or a Client does not automatically change the base assigned to the request.**

## 'EDIT REQUEST' option

It is possible to edit the originally requested schedule and reflect it in the main 'Requests/Quotes' view.

**EDIT REQUEST** button is available by the quote number in the quote details section:

Requested by: 

Martha Adams

Representative:

Aircraft: 

A-BCDE

Min. category: 

Airline

Add positionings automatically: ☐

ADBP	ADBS	TBA	Date LT	Time LT	PAX	
WAW	LTN	<input type="checkbox"/> Departure	26 May 2021	10:00	2	
LTN	OPO	<input type="checkbox"/> Departure	28 May 2021	12:00	2	

'EDIT REQUEST' pop-up window

Clicking on the 'EDIT REQUEST' button will open the 'Edit quote request' pop-up window (quote editing part presented on the right). This window is identical to the 'Add new quote request' window.

In the 'Edit quote request' window, the initially requested schedule can be amended.

The changes can include:

- schedule - routing as well as the number of PAX
- aircraft - change of aircraft or additional aircraft
- option to include positioning legs

This system enables clients changes in their requests directly. **UPDATE** **CREATE NEW** **SHOW CHANGES**

ADBP	ADBS	TBA	Departure LT	Arrival LT	Route	Time	Requested PAX	Price	
WAW	OPO	<input type="checkbox"/>	26 May 2021	10:00	WAW - LTN	10:00	2	27 205	1
LTN	OPO	<input type="checkbox"/>	28 May 2021	12:00	LTN - OPO	12:00	2	45 305	2

27 205

45 305

ADBP ADBS | TBA | Departure LT | Arrival LT | Route | Time | Requested PAX | Price |  |

WAW	OPO	☐	26 May 2021	10:00	WAW - LTN	10:00	2	27 205	1	
LTN	OPO	☐	28 May 2021	12:00	LTN - OPO	12:00	2	45 305	2	

Updated schedule applied

After the changes are performed and applied ('UPDATE' button), the yellow strip will appear in the request edit section with the following options:

- **IGNORE** - does not apply any changes
- **APPLY** - the update will be accepted and reflected in the updated itinerary
- **CREATE NEW** - new itinerary on the same aircraft will be created within the same request (the second tab with the updated itinerary)
- **SHOW CHANGES** - displays the history of changes of the request

The screenshot on the right presents the usage of the **REGENERATE** button.

If the changes are applied to the schedule, the quotation will recalculate automatically.

Additionally, the changes applied will reflect in the main 'Requests/Quotes' view:

ID	Status	Aircraft	Itinerary				Quote	
L-C4ZMA4	New request	A-BCDE (A319)	26 May 2021	WAW	- LTN	2 PAX	A-BCDE	27 205 EUR
<div></div>								
L-C4ZMA4	New request	A-BCDE (A319)	26 May 2021 28 May 2021	WAW LTN	- LTN - OPO	2 PAX 2 PAX	A-BCDE	45 305 EUR

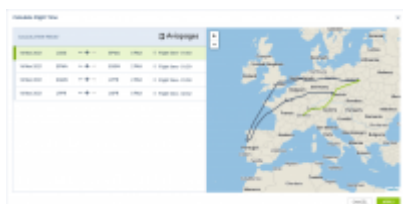
## Flight time calculations from Aviapages

It is possible to download the flight time calculations from Aviapages in the 'Requests/Quotes' section.

Flight time calculations from Aviapages **include factors** such as the aircraft type, weather, distance amongst others.

In order to use this functionality, integration with 'Aviapages' needs to be activated in Settings > 'Add-Ons' section. For the integration token contact [yuri.dzun@aviapages.com](mailto:yuri.dzun@aviapages.com) or [nastya.pocatilova@aviapages.com](mailto:nastya.pocatilova@aviapages.com) from Aviapages. Once you have the token, go to the 'Configuration' tab in the 'Aviapages' integration, switch status to 'ON', insert the key and save.

### How it works



'Calculate Flight Time' pop-up window

 A screenshot of the 'Calculate Flight Time' pop-up window. It displays two tables of flight data. The top table shows the flight data before recalculation, and the bottom table shows the data after recalculation. A red box highlights the 'Flight Time' column in both tables, showing the updated values. The interface is consistent with the main application, featuring a light blue and white color scheme.
 

ADDP	ADSD	TSR	Departure LT	Arrival LT	Block Time	Flight Time	Request	Quote
ADDP	ADSD	TSR	10-Nov-2021 17:18	10-Nov-2021 18:48	1:30	1:30	100	100
ADDP	ADSD	TSR	10-Nov-2021 18:00	10-Nov-2021 19:30	1:30	1:30	100	100
ADDP	ADSD	TSR	10-Nov-2021 19:00	10-Nov-2021 20:30	1:30	1:30	100	100
ADDP	ADSD	TSR	10-Nov-2021 20:00	10-Nov-2021 21:30	1:30	1:30	100	100

Itinerary before (top) and after (bottom) the recalculation

After the integration is activated, **CALCULATE FLIGHT TIME** button will appear in the request edit section. This button **is not available on subcharter flights**.

Clicking on **CALCULATE FLIGHT TIME** button will open a pop-up 'Calculate Flight Time' window with the flight times calculated by 'Aviapages'.

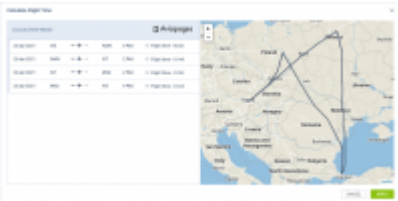
Additionally, the map of the routing will be available within the same pop-up window. Clicking on a flight within the 'Calculate Flight Time' window will highlight this selected flight on the map.

Clicking on **APPLY** button will apply updated times into the itinerary as per below:

- Positioning legs (before and after the requested schedule) - both arrival and departure can be updated since it depends on the rotation time
- Request added based on the Departure - arrival time will be updated
- Request added based on the Arrival - departure time will be updated
- Block time is automatically recalculated

**Once the 'Aviapages' flight times are implemented, they automatically update the quotation amounts according to new flight times.**

Exclusion zones



Flight times calculated based on the exclusion zones

It is also possible to indicate the **exclusion zones** - countries over which the aircraft should not be flying.

Once the exclusion zones are selected, the **flight time calculations in Aviapages** ('Calculate Flight Time' option) will take these zones into consideration. See the screenshot on the right-hand side.

The exclusion zones can be indicated in **3 sections** in Leon:

- **Client profile** - 'Exclusion zones' box in 'PERSON' column. Simply start insert the country name and select it from the dropdown list

Exclusion zones

Ukraine

Romania

Bulgaria

- **Fleet** - 'Exclusion zones' box in the 'SALES' tab of the aircraft edition

Exclusion zones

Albania

Ukraine

- **General Settings** - 'Exclusion zones' subsection in the 'Sales' tab in 'General Settings'. Click on the 'Add country to exclude' button to select the next country

Exclusion zones

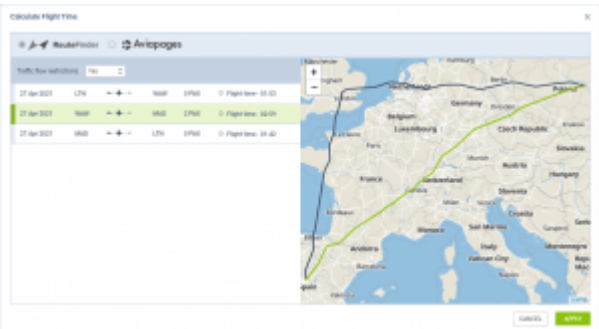
Ukraine (UKR)

Kazakhstan (KAZ)

Moldova (MDA)

Add country to exclude

Flight time calculations from RouteFinder



## Flight time calculations from RouteFinder

**RouteFinder** flight times calculations option is available, like the 'Aviapages' option, under

**CALCULATE FLIGHT TIME**

button.

'RouteFinder' does not require separate integrations and is available by default to every Sales Panel user.

The flight time is calculated automatically when selecting the 'RouteFinder' option.

It is possible to calculate based on **Traffic flow restrictions**. If the **Traffic flow restrictions** parameter is set to **'Yes'**, 'RouteFinder' will search for the route that will validate in the 'Eurocontrol', taking into consideration such limitations as no-fly zones, etc.

'RouteFinder' also takes into consideration 'Exclusion zones' that can be set per Operator, Client, and Fleet.

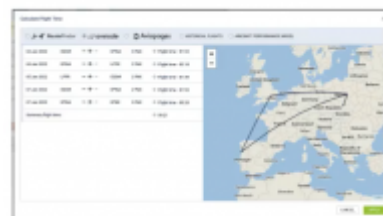
If an **aircraft type is not available** in the 'RouteFinder', the **'Aircraft type is not supported'** message will appear.

**Once the 'RouteFinder' flight times are applied to the itinerary, the prices within the quote will recalculate automatically.**

'RouteFinder' flight time calculations are not available to subcharter aircraft.

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## Flight time calculations from Avinode



It is possible to download the flight time calculations from Avinode in the 'Requests/Quotes' section.

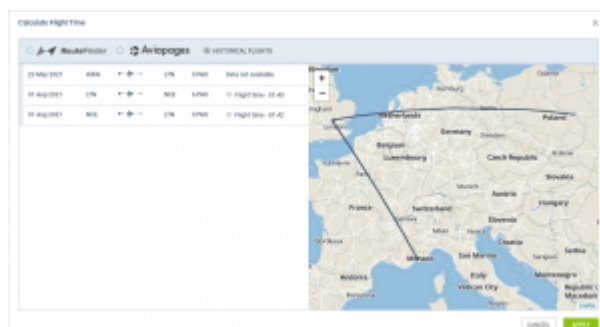
This option require contacting [Avinode](#) to enable it.

After the option is activated, **CALCULATE FLIGHT TIME** button will appear in the request edit section. This button **is not available on subcharter flights**.

Clicking on the button will open a pop-up **'Calculate Flight Time'** window with the flight times calculated by 'Avinode'.

Additionally, the map of the routing will be available within the same pop-up window. Clicking on a flight within the 'Calculate Flight Time' window will highlight this selected flight on the map.

## Flight time calculations based on Historical Flights



Flight time calculations based on 'Historical flights'

Flight times calculations based on the **Historical flights** is available, as a third option, under

**CALCULATE FLIGHT TIME**

button.

This option **calculates the flight times based on** the specific routes performed on selected aircraft types within a specific timeframe.

The calculation is based on at least 4 flights on the type scheduled closest to the date of the flight that is being calculated. For example, if the trip is scheduled in the 21st week, Leon searches for a minimum of 4 flights within the weeks surrounding week 21, in the following order: 21, 20, 22, 19, 23, 18, 24, and so on. Until it finds enough data to perform the calculations. Leon takes the last 4 years worth of flights on the type throughout all the operators.

The final value is calculated as the sum of all matching flights divided by the number of flights. Additionally, Leon includes deviation.

Hovering the mouse over the calculated flight time value will display the information on the number of the flights used and the value of deviation in the following format:

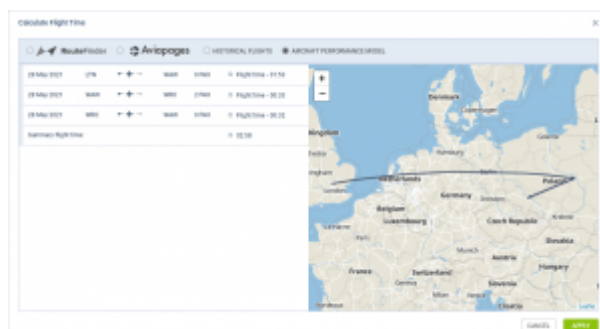
**Based on X flights, +-hh:mm, i.e. Based on 5 flights, +-00:06**

If Leon is unable to calculate the flight time, **Data not available** information will display.

**Once the flight times are applied to the itinerary, the prices within the quote will recalculate automatically.**

Fight time calculations based on the Historical flights are not available to subcharter aircraft.

## Flight time calculations based on Aircraft Performance Model



## 'Aircraft Performance Model' calculations

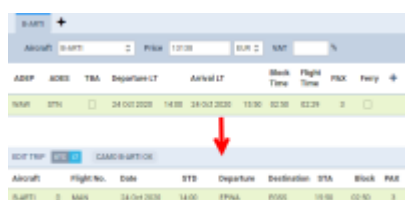
**Aircraft performance model** option is available under **CALCULATE FLIGHT TIME** button.

'Aircraft performance model' method is based on the aircraft speed profiles set up in the Fleet > aircraft performance section.

This option can be used to compare three other methods of calculating flight time available in Leon.

It can also be used if the flight times have been amended by editing the itinerary or by using another method and have to be reverted to the original timeframes.

## Auto update of the booked trips



ADSP	ACED	TBA	Departure LT	Arrival LT	Block Time	Flight Time	PRK	Perp
1000	1000	1000	24 Oct 2020 14:00	24 Oct 2020 15:30	02:30	02:30	0	0

Aircraft	Flight No.	Date	STS	Departure	Destination	STS	Block	PRK
1000	1000	24 Oct 2020	14:00	EPNA	00:00	15:30	02:30	0

### Auto update of the booked trips

It is possible to set up an **auto-update** of the booked trips. Once a quote's status has been set to 'BOOKED', if quote's schedule has changed, Leon can either automatically update the trip in OPS, or the user can do it manually.

### AUTO UPDATE

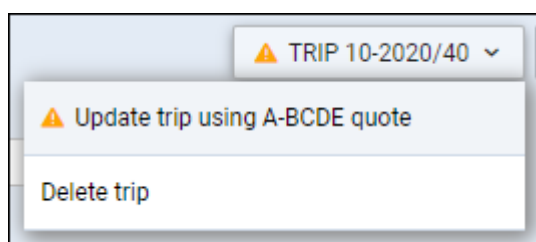
To make it work, mark a checkbox **Auto update booked trips in Requests/Quotes** in General Settings panel. Once it's done, when changing a quote's schedule, Leon will automatically update the trip in OPS panel (see example on the screenshot on the right).

### MANUAL UPDATE

If an auto update is switched off and the booked quote's schedule changes, Leon will show an orange

warning triangle in the button 

Click it and select **Update trip using (aircraft reg number) quote** and Leon will update the trip's schedule in OPS panel.

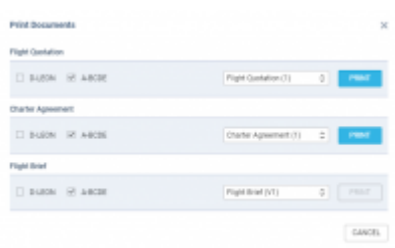




## Statutes of the Quote

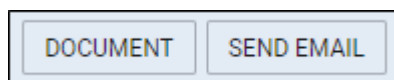
In this section, you can find available options for the quote status change. Changing statuses are correlated with actions, among which are: sending emails, documents, etc...

1. NEW - highlighted when adding a new quote into Requests/Quotes or as a new quote from Avinode.
2. QUOTE - send a quote proposition details with Flight Quotation document - when dealing with Avinode quote, clicking SEND means accepting the quote.
3. OPTION - click to add the trip to OPS page with the status 'Option'.
4. CONTRACT - shows a new window for Charter Agreement document sending. It is possible to **include the positioning FERRY flights** in the Charter Agreement document by selecting the FERRY flights in the CONTRACT message window. Flights with PAX cannot be de-selected
5. BOOK - click to add the trip to OPS page with the status 'Confirmed'.
6. BRIEF - shows a window for Flight Brief document sending. It is possible to **send the Flight Brief document for selected flights** by selecting a specific flight in the BRIEF email window
7. INVOICE - an option to send an invoice to the client.
8. DONE - closing the transaction.
9. REJECT - reject the client's offer (the quote will show as 'rejected' on client's side in Avinode).



### Printing sales documents

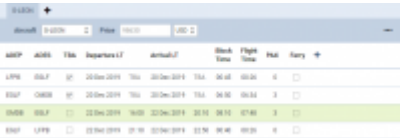
Independent from the status change actions you can always print sales document or send it via email using options:



1. DOCUMENT - Flight Quotation, Charter Agreement & Flight Brief.
2. SEND EMAIL - for sending sales documents via email or sending custom emails.

When working with Avinode requests you can **accept or reject** selected quotes, instead of rejecting all quotes in the request you are managing. In other words, you can accept (click QUOTE and sending email means accepting the quote), or reject quotes (click REJECT) inside Avinode request **independently**. You can also send to Avinode your own quote if only the aircraft assigned to it exists in Avinode. All quotes sent to Avinode can be also rejected if needed. For quotes sent to Avinode aircraft change is not available.

## Itinerary details



ADEP	ADES	TBA	Departure LT	Arrival LT	Block Time	Flight Time	PAX	Ferry
LPR	SLF	0	20-Dec-2019 15:00	20-Dec-2019 15:00	00:00	00:00	0	
SLF	QAB	0	20-Dec-2019 15:00	20-Dec-2019 15:00	00:00	00:00	0	
QAB	SLF	0	20-Dec-2019 15:00	20-Dec-2019 15:00	00:00	00:00	0	
SLF	LPR	0	20-Dec-2019 15:00	20-Dec-2019 15:00	00:00	00:00	0	

### Itinerary section

Right below request details & quoting options you can find **Trip details**: Aircraft registration, Price, ADEP, ADES, TBA checkbox, Departure time LT, Arrival time LT, Block Time, Flight Time, PAX number and Ferry flight indication.

By clicking the + icon you can add a new leg into the existing trip - you can do it also in-between existing flights.

It is possible to change the **Currency** and Leon will recalculate the price in the new currency. The new currency will also apply to the quote's fees (catering, hotel, flight plan, etc...).

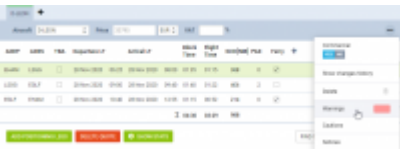
If there is a discontinuity in the itinerary, and the warning is marked in the 3-dot filter, it is indicated



If there is no **aircraft performance data** inserted in 'Fleet' section, Leon will display the following information:

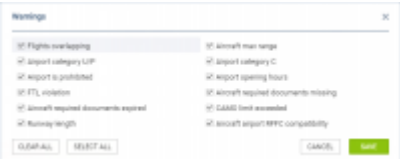
Flight time calculation might be inaccurate. Please set up the aircraft performance model in settings to get an accurate estimation

It is also possible to schedule a **Fuel Stop**. More information in the subsection below.



Warning	Filter
Flights overlapping	Aircraft max range
Report category LPR	Report category C
Report is prohibited	Report opening hours
ETL violation	Aircraft required documents missing
Aircraft required documents expired	CASR level exceeded
Flight length	Aircraft report RFFC compatibility

### Itinerary filtering options



Warning	Filter
Flights overlapping	Aircraft max range
Report category LPR	Report category C
Report is prohibited	Report opening hours
ETL violation	Aircraft required documents missing
Aircraft required documents expired	CASR level exceeded
Flight length	Aircraft report RFFC compatibility

### Feasibility check 'Warnings' filter

In the top-right corner of the itinerary, there is a  icon where the following options are available:

- **Commercial** - selection whether the quote should be for a commercial flight or not by using the switch
- **Show changes history** - access to the history of changes of the quote. More information in section below
- **Delete** - option to delete the itinerary
- **Warnings** - selecting the types of warnings in the feasibility check window
- **Cautions** - selecting the types of cautions in the feasibility check window
- **Notices** - selecting the types of notices in the feasibility check window

With regards to filtering **Warnings, Cautions and Notices**, only the selected options will trigger the

feasibility check icon.

Once the new filtering options have been selected you need to **refresh** the 'Feasibility Check' column in order to apply new settings.


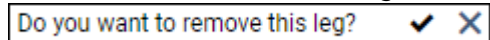
Only the selected options will trigger the feasibility check icon.

Items that are not selected in the filter will not appear in the feasibility check information window.

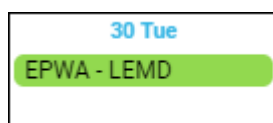
Selected elements of the feasibility check filter will be remembered per user.

When sending documents to the client, Leon also shows red triangle (alerting feasibility check) next to 'SEND' button - hover the mouse over the triangle to see information.


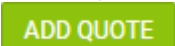
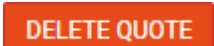


You can also **remove** the leg from the itinerary by clicking on  icon. Leon will display the  validator where you can perform the relevant action.

By clicking on the **TBA checkbox** Leon will allow you to save the quote/trip without specifying Arrival and Departure times. Such a trip will be displayed in the 'CALENDAR' tab as an "All day" operation (just underneath the date).



Below trip details you can find **3** options to:

1.  - click to add a positioning flight (Leon will match last flight's ADES and next flight's ADEP in actual confirmed aircraft schedule).
2.  - adds price list to current quote - this action can be undone to  which deletes the price list from the quote.

If you click on this icon Leon will display **Feasibility check information** window which provides specific warning details as presented in the screenshot - all warnings, cautions and notices enabled in Leon, plus the information if on the day of the quote (departure day) no **minimum crew** (defined in the aircraft profile for cockpit & cabin) have been assigned with the **Duty on the aircraft** (registration or type - depending on Duties Setup configuration). Also, a caution **FTL close to limit for Cockpit/Cabin crew member: warning FDP length exceeded** will show up if defined in FTL Settings (by Leon Support Team) FDP threshold has been exceeded.

## Modifying timeframes in schedule

1. When changing **Block time** of the flight, Leon will **NOT** change **Flight time** and will also show a tooltip with a question, whether it should be the departure or arrival time that should be updated.  
**Block time cannot be shorter than the flight time.**



Choose which time to update: **Departure** **Arrival**

**3.** When changing **STA**, Leon will change the **STD** by the block time value. The same scenario applies to change of the **STD**. Leon will **NOT** require validation.

**4.** When changing **ADEP/ADES** Leon will automatically recalculate the **Block time** and the **Flight time** value based on the aircraft performance and will ask whether to change 'Departure' time or 'Arrival' time

It is possible to add a **Fuel stop** to a flight in the itinerary section by clicking on a 'Fuel stop' icon.


 

-  - fuel stop required. This icon is displayed when the distance (in NM) between ADEP and ADES is greater than 'Max range with '0' PAX(NM)' or 'Max range with max PAX(NM)' configured in the Performance section of an aircraft in the 'Settings' > 'Fleet' section in Leon
-  - fuel stop optional. This icon is hidden and will be displayed if you hover the mouse over a flight in the itinerary



1. Click on a 'Fuel stop' icon
2. In the 'Create Fuel Stop' window, you will see the list of airports. Airports are suggested based on a 50 NM radius along the route of the aircraft. The list displays up to 99 airports sorted by the proximity from the point on the routing. Option to filter the airports by category allows

narrowing the list down to the airports with the required Airport Category. It is also possible to insert your own airport of refuelling in the **Custom Airport** field.

3. Select one of the airports from the list and click 'APPLY' button
4. The 'Fuel stop' leg is added to the itinerary. The fuel stop airport is indicated by frame. The feasibility check can be performed by clicking on  icon. The new schedule also includes aircraft rotation time. Example, route **EPWA-EGGW** after adding a 'Fuel stop' in **EDDH** would look as below:

ADEP	ADES	TBA	Departure LT		Arrival LT		Block Time	Flight Time	GCD[NM]	PAX	Ferry	+
EPWA	EDDK	<input type="checkbox"/>	19 Nov 2020	10:00	19 Nov 2020	12:00	02:00	01:40	523	2	<input type="checkbox"/>	
EDDK	EGGW	<input type="checkbox"/>	19 Nov 2020	13:00	19 Nov 2020	13:20	01:20	01:06	288	2	<input type="checkbox"/>	
							Σ 03:20	02:46	811			

## Handling Requests per Client

It is possible to assign a **default handling agent to a Client** in Leon.

[illegible]

## Assigning a handler

**In order to assign a Handling Agent to a Client, you need to:**

- Edit the Client in Sales module. An agent can also be assigned while adding a new Client in the Sales module
- Select the Agent(s) in the **'Preferred handling agent'** box. Handling agent can be searched by using:
  - Airport ICAO/IATA/Custom code
  - Handler Name
  - Combination of 'Airport code - Handler name'
- Once the Handler is assigned, it will appear as a tag below the 'Preferred handling agent' selection box
- Save changes

**Only one Handler per airport can be assigned to a Client. Assigning second Handling Agent will replace already assigned Handler.**

It is possible to assign multiple Handling Agents at different Airports to one Client.

[illegible]

Once the Handler is assigned, it will auto-populate in the OPS checklist when the trip is booked.

Additionally, Handler **assigned to the Client** is prioritised over the default Handler assigned to the Client Representative.

If the trip is added in OPS section and the Client is assigned in the TRIP tab, the Client's preferred Handling Agent will be assigned to the trip.

# Invoice

## Adding an invoice in Sales panel



Leon default Invoice pdf template

Before using this option you need to set up in [Documents Manager](#) a new template **QUOTE INVOICE** - you can set up multiple different templates and re-arrange them the way you want (using HTML & CSS). You can also use Leon default template pdf.

Name ^	Type	Language	Published	Last modified
QUOTE INVOICE REGULAR	Quote Invoice	English	<div></div>	08-Nov-2019 09:10
QUOTE INVOICE VIP	Quote Invoice	English	<div></div>	08-Nov-2019 11:01

You can also configure [EMAIL TEMPLATES](#) for the Invoice in a section Settings > Email Templates - click **ADD TEMPLATE**, select **Quote Invoice** and set it up. You can define as many email templates for as necessary.

Email template

Standard

VIP

French

Once it's all set up, edit the Quote that has already been **BOOKED**, click button **INVOICE** and Leon will show a pop-up window where you can select an appropriate Email and Invoice template. Then Invoice details & items should be defined with their Net price and VAT. Below the items list, Leon will show **Total price**.

**Three fields with dates** are available in the document:

- **Invoice Date** - date of invoicing
- **Issue Date** - date of issuing the Invoice
- **Due Date** - due date of the payment. If this field is left blank, Leon will assume 10 days in advance from the 'Invoice Date'

Click **DOWNLOAD** icon to preview the template before sending it out.

RESET ITEMS

function makes it easier to recalculate the amount on the 'Invoice'.

It is very useful when after sending the invoice to the Client, the amount of the quotation changes, be

it due to change in the number of items or the calculated price of the items.

In such a scenario, it is sufficient to go to the 'INVOICE' tab in the 'INVOICE' section, press

**RESET ITEMS**

button and Leon will update the amount on the invoice to the actual one.

**IMPORTANT!!! Any extra items added to the Invoice will be removed after the reset.**

If the quote is created for more than one aircraft, Invoice pop-up will allow to switch between tails and define Invoice items accordingly.

Quote ☒ B-ARTI ☐ D-LEON ☐ A-BCDE

In case you wish to upload your own template and send it to the client without creating it in Documents Manager, you can use 'Upload files' button in a tab 'EMAIL' of the Invoice pop-up window.

## TAX

It is possible to set up a **default VAT rate per Country** in the 'Sales Module' tab in the 'General Settings'. More information can be found [here](#).

**Apart from the abovementioned**, the 'VAT rate' can be set up in the main Quotation view in the 'VAT' box:

Aircraft **D-LEON** Price **72520** EUR VAT **10** %

This rate will automatically apply to the default items in the Invoice section, **including PAX taxes (UK, German, Swedish or Italian) and will increase the total amount by this rate.**

Items	Net		VAT		Gross
Flight fee - EGGW - UUWW - UUWW - LTFM	72462.11	EUR	10	%	79708.32 EUR
UK Air Passenger Duty Tax	57.89	EUR	10	%	63.68 EUR
Total					<b>79772.00 EUR</b>

It is possible to **exclude the VAT rate** from the calculations in the Invoice by simply deleting it.

Items	Net		VAT		Gross
Flight fee - EGGW - EDDB	15153,87	EUR	18	%	17881,57 EUR
UK Air Passenger Duty Tax	91,13	EUR	N/A	%	91,13 EUR
Total					<b>17972.70 EUR</b>

**The VAT rate, gross amount, as well as taxes amounts, are included in the available data for Sales documents (including Suncharter) in 'Documents Manager'.**



Once the invoice has been paid, you can edit the quote again and in Invoice tab mark a checkbox **Paid** - then you can generate a report (in a scope 'Invoice') in a report Wizard panel and add a column 'Paid' to the report.

## Recharge Invoice & Credit Note

We have added **2** new documents, which can be sent to a client from the **Invoice** section:

- **Recharge Invoice** - sent if there was an extra cost for a service not included in an initial trip cost, i.e. deicing or limo.
- **Credit Note** - sent to a client, if some part of the agreed cost should be returned to client, due to i.e. cancellation of the flight by a client or if the cost of the trip turned out to be lower than the agreed cost and the difference must be returned to a client.

First step to issue these documents is adding it in [Documents Manager](#). Here, click 

NEW TEMPLATE

 and select **Recharge Invoice** and/or **Credit Note**. Added documents need to be published (set filter to 'No' and click the white dot). You can define multiple templates of these documents.

New Template

Type

Recharge Invoice

Template

Template 1

Document Name

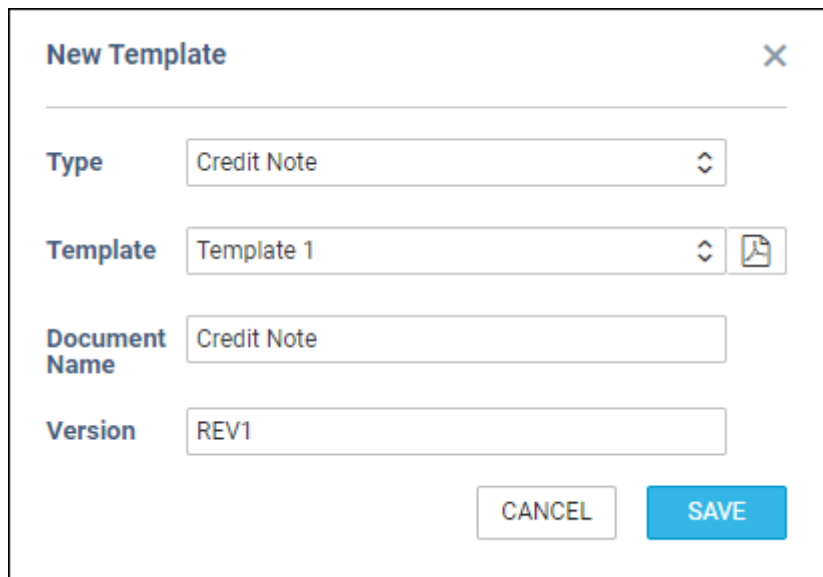
Recharge Invoice

Version

REV1

CANCEL

SAVE

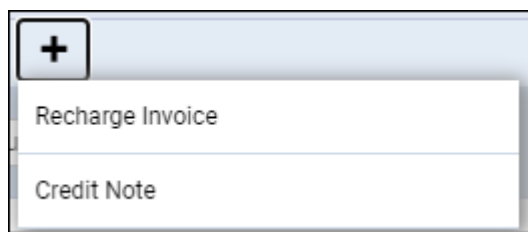


A dialog box titled "New Template" with a close button (X) in the top right corner. It contains four input fields: "Type" with "Credit Note" selected, "Template" with "Template 1" selected and a document icon, "Document Name" with "Credit Note", and "Version" with "REV1". At the bottom right are "CANCEL" and "SAVE" buttons.



Sending 'Recharge Invoice' and 'Credit Note' documents from 'Requests/Quotes' panel

Second step is adding these document in the 'Invoice' section of the quote's edition panel. Click a button + placed right next to the 'Invoice' button and select documents from the list.



It is possible to add more than one 'Recharge Invoice' & 'Credit Note' document when sending Invoice documents to a client, however, each document needs to be sent out separately.

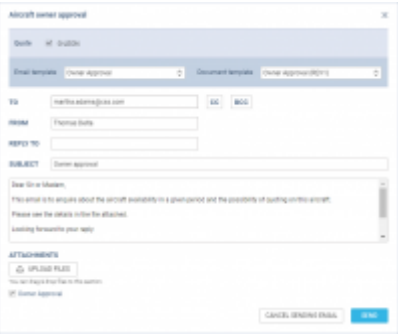
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## Owner approval

**Owner approval** is the functionality which allows sending gain the consent from the Aircraft owner to perform the trip on the aircraft at a given time.

In order to activate the functionality, you need to:

- go to 'Settings' > 'Fleet' section and edit the aircraft
- click on tab 'SALES', click on '**Requires owner approval**' and save changes. Make sure that the owners are also selected



Owner approval email

Once the option is activated, **APPROVAL** button will appear amongst the status buttons.



Once the button is available, clicking on it will allow sending an email to the Owner along with the document.

Both, 'Owner approval' email template, as well as the default document, can be created in 'Settings' > 'Email templates' and 'Settings' > 'Document's manager' accordingly.

'To' email is fed from the Owner's email inserted in the profile.

## Flight Brief



'Flight Brief' email

'Flight Brief' is the document that presents the summary of the trip.

When sending the Flight Brief document it is possible to **select the flights** that should be presented on the document.

This is quite useful when the trip consists of numerous flights spread across a number of days and separated by longer periods.

It allows sending the document to the client in stages, based on the itinerary, and include the flights nearest to each other.

As presented in the screenshot on the right, the trip consists of 5 flights between 28th May and 11th June. The functionality allows selecting the nearest flights (28th May) and sending these initially. The

**Ferry flights** are not presented on the list.

Download Product		Product Name	
Top Desktop Fan	1	104.75	104.75
Flow Base Fan	10	204.25	2042.50
Flow Base Fan	20	202.7	4054.00
Cooling	25	104.7	2617.50
Flow Fan	10	104.7	1047.00
Flow Module Fan	25	1715.87	4289.68
High Efficiency	25	1715.87	4289.68
Interconnection Fan			2047.75
Speed	2	171.3	342.60
Life	1	102.0	102.00
Heat	1	100	100.00
WSE	1	100	100.00
Interconnect Fan			100.00
Operating Fan/Fan			1715.87
Operating Fan/Fan			100.00
Cooler Inter Fan			100.00
High Efficiency Fan Fan	1	104.7	104.75

There are **2** ways of creating price valuation: manual entering price for an entire quote and using a detailed price list for an aircraft and airports.

Be advised that when the quote is imported from Avinode and an aircraft is configured in a section FEES, detailed price list shows automatically and an original **Avinode** price is always displayed next to it and can not be changed.

ADD QUOTE

1. Add new item
2. Change the item's name
3. Change items quantity and their price.
4. Delete item.
5. Switch price lists to another aircraft price list (by using a button Recalculate).

When you click on the arrow next to the price, Leon will show both airports. The default fee will show for ADEP only but you can still add fees to ADES manually. Another option is adding **new fee** available in the drop-down box below the items. When changing fees manually, Leon shows **Total price** simultaneously changed at the same time. Hover the mouse over the Total price amount to see **the price per hour of the flight**.

Price per hour of flight including all selected fees: 8066.53 EUR

COPY TO CLIPBOARD

Total   EUR   40601.53

Catering Fee				EUR	384.87	^
EPWA	3	x	128.29	EUR	384.87	
EHAM	3	x		EUR		

If it comes to Aircraft Fees displayed below Airport Fees, you can also change their names and overwrite values.

Catering	6	x	500	EUR	3000.00
Ferry Flight Fee	00:00	x	150	EUR	0.00
Flight Plan	2	x	750	EUR	1500.00

There are **2 buttons** available to manage the quote:

- **RECALCULATE**
- **CHANGE PRICING** - should be used when you'd like to recalculate on a different 'Aircraft Fee'. 'Airport Fees' remain untouched.

'RECALCULATE'

The **RECALCULATE** button now has 2 options available:

- **Itinerary**
- **Airport fees**

Itinerary

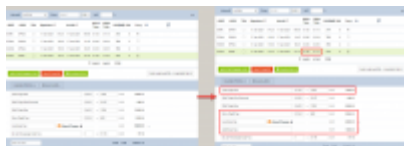
**Itinerary** option is used when the aircraft schedule is changed.

The way it works has not changed. Clicking on the 'Itinerary' button will recalculate the quotation based on the updated schedule.

It will also **update the Airport Fees** if they were changed in the 'Sales' > 'Fees' section,

This option **will not affect** manually inserted prices.

Example



### Itinerary recalculation

Following changes applied in the 'Airport fees':

- 'Landing fee' at EP\* changed from €1200 to €1500
- 'Additional fee' of €1000 added to EG\*

Additionally, the original itinerary's flight time has been changed by 10 minutes and 'De-icing' fee added manually.

As you can see in the screenshot on the right, Leon recalculates based on the new itinerary but also includes the updated aircraft fees.

### Airport fees

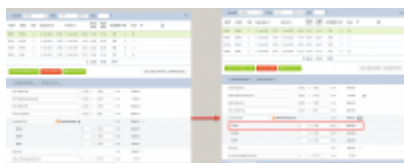
**Airport fee** option applies only to airport fees recalculation.

It should be used whenever there are changes to the 'Airport fees' in 'Sales' > 'Fees' which one would like to update within the quote.

It does not add or remove any elements from the quote unless there is a change in the itinerary (see above).

Manually added items of the quote should remain within the quote after the recalculation.

### Example



### Airport fees recalculation

Following changes applied in the 'Airport fees':

- 'Landing fee' at EP\* changed from €1200 to €1500
- 'Additional fee' of €1000 added to EG\*

Additionally, 'De-icing' fee added manually.

As you can see in the screenshot on the right, only the value of the 'Landing fee' at EPWA has changed.

Once you reviewed the RFQ you can:

1.  - saves changes to the Quotation/Trip

2. **SAVE & BACK** - clicking on this one will save the changes and take you back to the List of quotations page
3. **CANCEL** - transfers to the List of quotations page without saving changes
4. **SHOW IN OPS** - clicking on it will open this trip in the OPS view.

Sending Flight Brief to the client

If you have created a quote for **2 different aircraft**, or downloaded a quote like that from Avinode, after clicking QUOTE Leon shows a pop-up window with 2 quotes - mark a checkbox which quotes you choose to be sent.

It is also possible to send the email with the details for more than one quotation by ticking more than one checkbox.

Leon will then generate the documents that include these 2 quotations based on the Sales Documents templates.

By clicking **SKIP SENDING QUOTE** you decide not to send an email, but still the status of the quote changes to 'Quoted' in the main quotes list.

Similarly works sending **CONTRACT** or a **BRIEF** - Leon shows a pop-up window where you can send an email with the Charter Agreement, or you can click **SKIP SENDING EMAIL** - that will change quote's status to 'Contract sent'.

If you tick the ☒ **Back to Requests/Quotes** checkbox and press any of the buttons in the 'Send email' window, Leon will revert to the list of Quotes. This setting will be saved so next time when you open an email window this checkbox will be already ticked.

## The Margin

It is important to see the **Margin** between trip-related revenues and the cost - this way the operator knows whether to increase fees, or cut cut the cost.

When creating an aircraft pricing in Leon, it is now possible to define the **Cost** for each fee of the

aircraft.

In a section Sales > Fees, when creating aircraft fees (or editing existing fees), Leon shows a separate column **Cost**. Here you can insert a value of the cost. The currency of the cost is the same as the price's currency. Items with no cost added will show as 

No margin

CHOOSE PRICES - REGULATE					
Label	Unit	Price	Currency	Total	Margin
TRIP BLOCK Fee Discount		10.00	EUR	-10.00	--
Ferry Block Fee	ferry block hour	4000	EUR	4000.00	33%
PAX Block Fee	PAX block time	4800	EUR	4800.00	33%
Fuel Stop Fee	fuel stop	2200	EUR	2200.00	--
Aircraft Change Fee		100.00	EUR	100.00	33%
Pax Leg Fee	PAX leg	200	EUR	200.00	33%
Fuel Stop Fee	fuel stop	2200	EUR	2200.00	33%
GRAND TOTAL			EUR	10000.00	33.33%

The margin of the quote in Leon sales panel

Label	Unit	Price	Cost	Unit
Trip Startup Fee	trip	1500	1200	EUR
Ferry Block Fee	ferry block hour	4000	3500	EUR
PAX Block Fee	PAX block time	4800	4500	EUR
Fuel Block Fee	block hour	1500	1350	EUR
Pax Leg Fee	PAX leg	200	150	EUR
Fuel Stop Fee	fuel stop	2200	1750	EUR

Once the cost values have been added, in the quote's edition page Leon will show a new column **Margin** with percentage values.

If the cost is **lower** than the price, Leon will show the margin value in green. If the cost is **higher** than the price, Leon will show it in red. Hover the mouse over the margin's value to view details. At the bottom of the page Leon will show a total margin value.

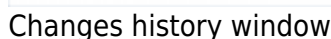
Cost: 867.25, Income: 433.65	Cost: 105.84, Income: -17.64	Cost: 30493.09, Income: 1308.34
1300.90 33%	88.20 -20%	4.11%

## CO2 Emission

More and more clients travelling by airplanes want to know how much **CO2** will be emitted during the flight they have bought. Meeting this request we have added an option to **show CO2 emission on sales documents**: Flight Quotation and Flight Brief.







- aircraft changes
- quotation status changes
- price changes
- trip schedule changes

When you click on the changed detail, Leon highlights previous entrances of the same detail.

ASIN	SKU	FBA	Inventory ID	Availability	Stock	Days	Weight	Volume	Price	Cost	Profit	ROI
B001	B001		12345678	In Stock	100	10	100	100	100	100	100	100
B002	B002		12345679	In Stock	100	10	100	100	100	100	100	100
B003	B003		12345680	In Stock	100	10	100	100	100	100	100	100
B004	B004		12345681	In Stock	100	10	100	100	100	100	100	100
B005	B005		12345682	In Stock	100	10	100	100	100	100	100	100

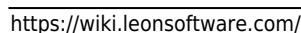
## 'Show Changes' option

Changes can also be requested in the Owner App.

If a change is requested and forwarded to Sales Panel, the yellow strip will appear in the request edit section with the following options:

- **IGNORE** - does not apply any changes
- **APPLY** - the update will be accepted and reflected in the updated itinerary
- **CREATE NEW** - new itinerary on the same aircraft will be created within the same request (the second tab with the updated itinerary)
- **SHOW CHANGES'** - displays the history of changes of the request

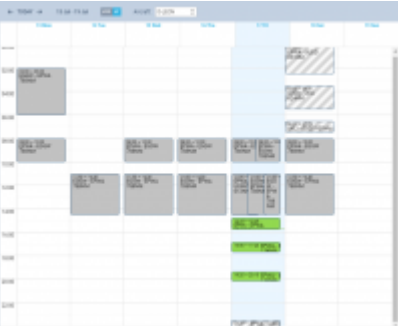
Additionally, next to the 'Quote request ID' the history icon will appear:



## Additional options

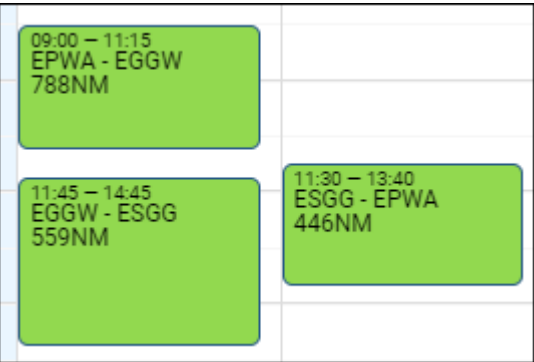
The right side of the page shows additional panels, which will allow seeing the quote in the Calendar, view the route on the Map, view & manage Sales checklist items and see OPS checklist items, manage PAX, add Notes or Comments.

### CALENDAR

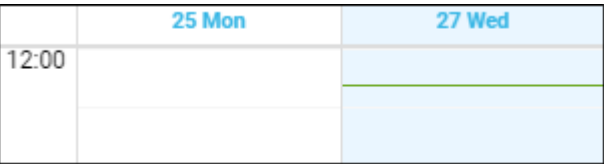


The view on quotation flights in Calendar

The quote itinerary/trip is imposed on actual confirmed schedule of the selected aircraft. The information displayed shows departure-arrival times & ADEP-ADES.



The current day is always displayed in light-blue and the thin, green line shows actual **UTC** time.



The view shows the 7-days period. Click ← or → buttons to move for another 7 days backwards or forward, or click TODAY to get back to the current day view. You can also switch between **UTC** & **LT**.

**Aircraft selection dropdown** allows you to view a different aircraft activity vs the aircraft used in the RFQ. If you choose a different aircraft in the 'CALENDAR' tab, the activity for this aircraft will be displayed in grey and the RFQ will be highlighted green. This is presented in the main screenshot of this section.

**Switching the aircraft registration in the 'Itinerary' section will reset the aircraft registration in the 'CALENDAR' tab to the same one.**



**Sales checklist** becomes available when the request is created, whether it is a regular fleet or subcharter.

It is possible to add extra items of the checklist by using '**ADD ITEM**' button. It is also possible to delete the items by clicking on the **bin** icon.

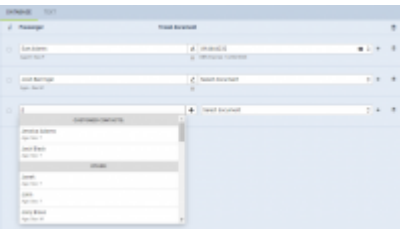
It is possible to service the Sales Checklist from the OPS view if the trip/quotation has been added in the Requests/Quotes.

**OPS Checklist** appears only once the trip is booked.

It is also not possible to service OPS checklist in the Requests/Quotes. This can only be serviced in the OPS view.

Elements of the Sales Checklist can be set by default in the [Flight editing](#) section. Any changes to the Sales Checklist items will only apply to the newly added flights. If you wish to add or remove the Sales Checklist item, you can do it in the OPS view by using “+ADD ITEM” button.

PAX



PAX section

In this tab, you can add passengers on a flight.

You can choose either the PAX you already have in your Phonebook and add them in the “DATABASE” section or add Passengers as a free text in the “TEXT” section.

In order to activate the PAX boxes in the “DATABASE' section, you need to insert the number of passengers in the route section of the quotation.

ADEP	ADES	Departure LT		Arrival LT		Block Time	Flight Time	PAX	Ferry	+
EPWR	EPWA	30 Mar 2019	09:00	30 Mar 2019	10:25	01:25	00:40	2	<input type="checkbox"/>	+

The PAX selection dropdown is divided into two sections:

- **CUSTOMER CONTACTS** - these are the passengers who belong to the company/Client requesting the trip
- **OTHER** - other passengers available in the phonebook

In this section, it is also possible to add new passengers to the Phonebook or edit existing passengers that are already in the database. The process is exactly the same as described [here](#).

**If the trip is added in the Requests/Quotes it is possible to add passengers or edit the data**

## in the OPS section, tab PAX.

If a passenger has more than 1 passport you can select which one should be used as default (in PAX profile mark a checkbox 'Default'), but it is also possible to select a **different passport for departure & arrival** - when adding PAX, click + icon and select appropriate passport. This feature is for PAX selected from Leon database and not available when adding PAX from text.



Option to change order of PAX

It is possible to change the order of passengers by drag&dropping the name on the list.

Simply click on the name line you'd like to move, hold the left button of the mouse and move it up/down the PAX list.

The change of order on the PAX list will be reflected in the documents as well as the handling request.

**Selected passports will appear on PAX  
Tripsheet document (as long as in  
Documents Manager it is properly set up)  
and on the Handling Requests sheet.**

## NOTES



Notes section

In this section, you can add notes for trips on the regular aircraft as well as the subcharter.

Notes added in this section can be then embedded in Sales documents as all of them have the items available in the Available data.

Once the notes are added, click **SAVE** button in order to save the changes.

The OPS and Sales notes will be available and can be edited both in Requests/Quotes as well as OPS > FLIGHT tab of the responding Flights.

**OPS Notes** are not available when the trip is not booked.

**Sales Notes** are available as soon as the request is created.

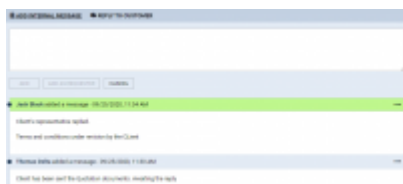
## MESSAGES

In this section, you can add any messages regarding this particular trip/quotation. If the request was sent from **Avinode**, you can also reply to the customer from this section.

There are **2 buttons** available in this section:

- **ADD INTERNAL MESSAGE** - this will allow adding an internal message visible only to Leon users. This option is always available
- **REPLY TO CUSTOMER** - contains 2 options:
  - **Avinode** - allows replying to messages and quotations sent from Avinode
  - **Email** - allows sending emails and receive emails, as long as it is synchronised with a mailbox

### ADD INTERNAL MESSAGE



Internal messages

**+ADD INTERNAL MESSAGE** function is there to allow communicating the stages of the process to the team.

There are 3 options available:

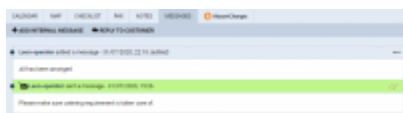
- **ADD** - option to add an internal message as a person servicing the request
- **ADD AS REQUESTER** - adding a message and indicating that this message was added by the requested. Such a message is highlighted green
- **CANCEL** - allows cancelling the message input process

### REPLY TO CUSTOMER

There are 2 options available:

- **AVINODE** - if the quote comes from Avinode, this button is selected by default. Allows messaging with the Avinode broker
- **EMAIL** - allows communication directly via email by configuring Leon with an external Mailbox

### AVINODE



Messages panel in Leon



Sending a message from Avinode to Leon

Messages inserted in **Avinode** when sending a request to Leon will also show in this section and will be highlighted green.

When the request is **received from Avinode**, you can click on **REPLY TO CUSTOMER** button and the message will be sent to the Client in Avinode.

In **Avinode**, the reply will be available in the **'Trips' > 'Buying'** section, as per screenshot.

Once the message is added you will be able to see who added a message and what day at what time. The times presented in the messages history are in **LT**.

## EMAIL

In order to be able to send and receive emails in 'MESSAGES' section, the generic mailbox has to be configure by Leon Team. Please contact [support@leonsoftware.com](mailto:support@leonsoftware.com) for the details required to perform the configuration.

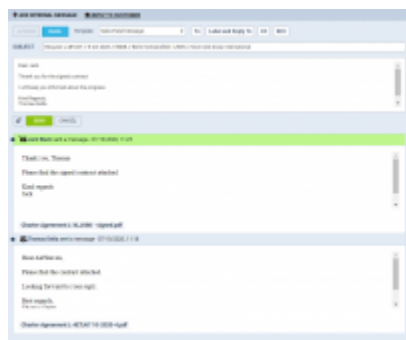
This functionality allows you to send and receive emails directly into Leon and keep the track of your emails in one place.

Before you start using the functionality you need to:

1. Contact [support@leonsoftware.com](mailto:support@leonsoftware.com) in order to configure generic mailbox with Leon
2. Create additional 'Sales Panel Message' email template in 'Email Templates' section, subsection 'Other'. This will allow you to send an email directly from 'MESSAGES' section

Once you have your mailbox configured, you can go to Settings > Email Templates > Other and create the 'Sales Panel Message' template.

**It is important that the email address provided to Leon is inserted in 'RECIPIENTS' tab > 'Reply to' box.** This email address can also be inserted in another email templates 'Reply to' boxes which will automatically synchronise the emails with the messages section.



'EMAIL' functionality in Leon

Once you have everything configured, you can start using the functionality:



- any correctly configured types of emails such as Flight Quotation, Charter contract or Sales Panel Message, amongst others, will show in the 'MESSAGES' section upon sending.
- any replies from the Clients to the configured messages will also show in the 'MESSAGES' section. Replies are indicated by **green** background of the bar
- both sent and received emails will be synchronised with the Mailbox and will be available to view in 'Outbox' and 'Inbox' respectively
- address 'To' is automatically generated from Client or Client Representative email address
- it is possible to attach and send files
- files sent by the Client will be received and available to preview in 'MESSAGES' section
- new message will move the request to the top of the 'Requests/Quotes' list
- 'MESSAGES' section will now refresh automatically

It is also possible to **edit** or **delete** the message (apart from 'EMAILS'). In order to do that, click on ... on the right-hand side of the existing message box and click on the relevant option.



## AIRPORT CHARGES

[illegible]

## Airport Charges tab

This is not a default tab and needs to be activated in the **Add-ons** section. More information about the 'Airport Charges' activation process can be found [here](#).

This tab is showing the airport charges downloaded from the [Airport Charges](#) per route for specific airports, as displayed in the screenshot.

## Uploading Airport Charges to the Quote


[illegible]

## 'Airport Charges' synchronisation example

It is possible to download the Airport Charges directly to the quote.

In order to **download the Airport Charges' to quotation**, the below steps have to be performed:

1. Make sure that the integration with 'Airport Charges' is active
2. Add 'Landing Fee' item to the quote. The 'Airport Charges' are assigned to this item and

recalculate upon clicking on  icon. As you can see in the screenshot, the total value is a sum of the 'Origin' and 'Destination Charges' and clicking on the arrow next to the 'Landing Fee' will provide you with the breakdown per airport

If 'Landing Fees' item is included in the Aircraft Fees, the quote will initially calculate the fees based on the default price list unless the 'Airport Charges' option is selected. In this case, the default price will be updated based on the 'Airport Charges' and will overwrite the default one.

If the integration is **not active**, the 'Airport Charges' icon by 'Landing fees' item will still show but will be disabled.

## Subcharter

When you use occasionally subcharter aircraft from another operator, our panel **REQUESTS/QUOTES** allows supporting quoting for external aircraft types with Subcharter option.

In order to use subcharter option create a quote (or edit existing one) and in the **Aircraft** drop-down box select 'Subcharter' - insert the price, add schedule details (or mark times as 'TBA').

The subcharter details edit window is divided into 2 tabs:

- **BASIC** - contains subcharter details such as aircraft details, crew details, contact details (email and phone no.) and aircraft photos, as long as available in Avinode
- **MESSAGES** - possibility to reply directly to the Operator email (as long as it is available in 'BASIC' tab)
- **AMENITIES** - possibility to select the amenities available on the aircraft as well as the cabin basic measurements and noise levels

## Price



Subcharter price section

The 'Price' section is located above the tabs with the subcharter details.

It allows inserting more detailed price that includes:

- **Operator price** - the amount charged by the operator (subcharter price)
- **Margin** - income margin calculated on top of the total cost
- **Third party commission** - commission paid to the third-party broker

Based on the above elements, the total price is calculated as:

**Price = 'Operator price' / (100% - 'Margin'%) + 'Third Party Commission'**

The total price is not editable and keeps the same currency as the price breakdown.

Aircraft	Subcharter (A-BCD...)	Price	96667	EUR
----------	-----------------------	-------	-------	-----

If **VAT value** is inserted, Leon additionally will display **Gross price** value, including VAT.

**Hovering** the mouse over 'Gross price' amount will display **VAT value**.

## Basic

Aircraft	Subcharter (A-BCD...)	Price	11888	EUR	VAT	18	%	Gross price	13100.00
ADP	ADP	TBA	Departure LT	Arrival LT	Block Time	Flight Time	AC/PM/FAK	Ferry	
LTN	WAW		28 May 2021 12:35	28 May 2021 18:40	02:15	01:53	T88	0	95
WAW	WRO		28 May 2021 18:00	28 May 2021 17:00	01:00	00:33	T85	0	95
WRO	FAK		28 May 2021 17:30	28 May 2021 18:55	02:25	02:19	912	0	95
					08:50	04:45	1888		

Operator price	6500	EUR	Margin	10	%	Third party commission	2000	EUR
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Registration	A-BCDE	AC Type	P500	FAK capacity	10
Operator	MAH air	Contact email	sales@mahair.com	Phone number	+48 123 456 789
CPT	John Smith	FO	Andrew Price	Flight attendant	Jessica Wilson
Manufacturer year	2019	Year of Refurbishment	2019		

Cancellation policy: Please find the cancellation policy details under below link: <https://www.mahair.com/subcharter-cancellation-policy>

28 May 18:00 WAW - WRO 17:00

Handling (FAK): MAHCO GROUND SERVICES PL LTD Handling (WRO): LS AIRPORT SERVICES (EXECUTIVE AVIATION)

Subcharter tab in Requests/Quotes panel

In a subcharter 'BASIC' section (underneath the itinerary), select an **AC type** (it is mandatory to save the quote if you don't select the type Leon will show a warning). Other details, such as Registration, CPT, FO and FA are not mandatory.

**Cancellation policy** in the subcharter details section is the policy that applies to the contractual agreement between the operator performing the trip and the subcharter aircraft provider.

It can be inserted manually if the subcharter details are added on a subcharter aircraft in Leon.

If the subcharter is requested via **Avinode**, the 'Cancellation policy' details are fed from Avinode, as long as they're available in the subcharter operator settings.

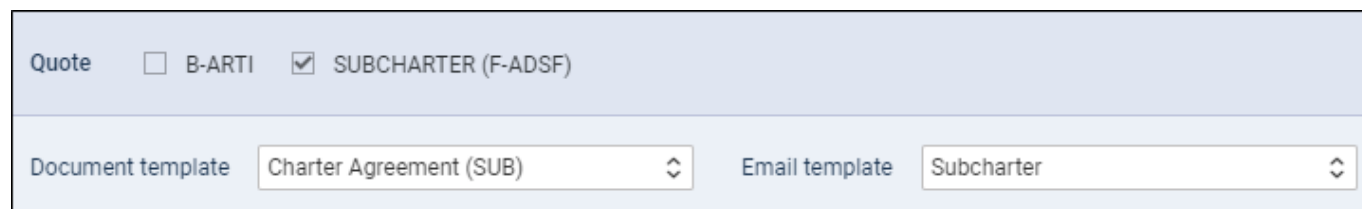
It is also possible to select **Handling agents** for Subcharters. Handlers can be selected from the drop-down list.

If we already used subcharter functionality in the past, Leon will search for an aircraft that was previously used. The dropdown list will display both aircraft registration and the operator name in the format **Registration, Operator name**. The aircraft is suggested based on the date of the last request created on this particular aircraft.

Once we select the aircraft, all the data is copied from the previous request, including type, crew, aircraft details and photos. The only input that is **not copied** is the subcharter price.

Once the subcharter quote is saved you can manage it just like a standard quote. There is one exception - you cannot physically book subcharter quote as option / confirmed flight into OPS module. However, you can still change the status to 'option' and book, but the quote will not be booked.

You can send **Flight Quotations** containing normal and subcharter quotes. You can send subcharter **Contract** and **Flight Brief** for subcharters using documents templates which can be customized from [Documents Manager](#) and **Email Templates** from [Email Templates](#) panel. In both of these panels, you have access to fields values provided in 'Subcharter' tab of the right panel.



The screenshot shows a 'Quote' form with two tabs: 'B-ARTI' (unchecked) and 'SUBCHARTER (F-ADSF)' (checked). Below the tabs, there are two dropdown menus: 'Document template' set to 'Charter Agreement (SUB)' and 'Email template' set to 'Subcharter'.



Uploading photos in Subcharter Tab

You can also upload the photos of the Subcharter aircraft.

## Uploading photos

In order to do it, click on '**EDIT PICTURES**' button.

A pop-up window will appear with the '**UPLOAD FILES**' button which will allow you to upload photos from your computer.

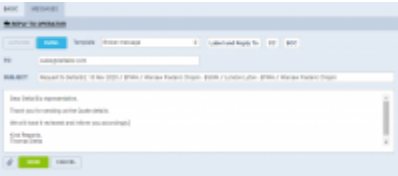
Once you selected the photos, in 'Edit pictures' pop-up window, you have to assign title to each of uploaded photos (example in the screenshot).

Clicking 'SAVE' will upload the photos.

It is possible to **embed the uploaded photos within subcharter sales documents**. When naming uploaded photos you need to make sure that the **title matches the title used in the HTML**.

If the subcharter flight is requested by using the '**FIND SUBCHARTER**' button, the photos, if available, will download automatically to the subcharter section.

## Messages tab



'Messages' tab in Subcharter

In this tab, it is possible to reply directly to the Operator.

In order to reply directly to the Operator, Operator's email has to be inserted in **Contact email** box in 'BASIC' tab.

In order to reply to Operator press **REPLY TO OPERATOR** link and select **EMAIL** option. Operator's email will be picked from **Contact email** in the 'BASIC' tab.

Select 'Subcharter message' template in the dropdown. 'Subcharter message' email template needs to be created in 'Settings' > 'Email templates'

Currently, replies from all the brokers will display under one 'Messages' window.

### Amenities

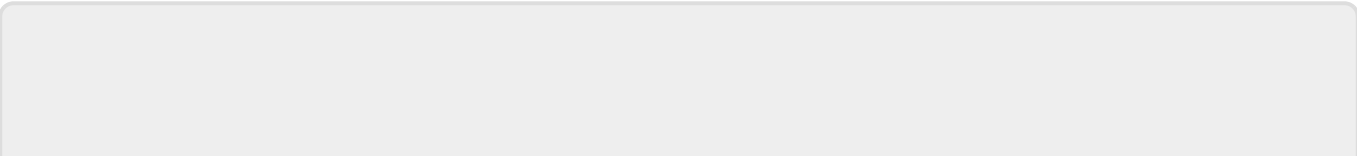
It is possible to add **Amenities** when creating a quote on **Subcharter** aircraft. In the quote's edition for Subcharter there is a dedicated new tab 'Amenities' where it's possible to add a several amenities, such as:

- **Smoking & Wifi** - mark checkboxes to enable them.
- **Wifi type** - select between: Internat via Satcom, KA band, KU band, SBB (Swift Broadband) and Iridium.
- **Cabin details** - width, height, lenght and volume.
- **Baggage capacity** - add number of items.

BASIC	MESSAGES	AMENITIES			
Smoking	<input type="checkbox"/>	Cabin width	<input type="text" value="2.5 m"/>	Cabin Volume	<input type="text"/>
WiFi	<input checked="" type="checkbox"/>	Cabin height	<input type="text" value="2.7 m"/>	Baggage capacity	<input type="text" value="23 items"/>
Wifi type	<input type="text" value="Internet via Satcom"/>	Cabin length	<input type="text" value="23 m"/>		

Amenities can be added to 'Flight Quotation' document, by using item: 'quote > aircraft > aircraftAmenities' from 'Available data' of the [Documents Manager](#) panel.

Leon will also show 'Wifi' & 'Smoking' amenities for Subcharters downloaded from **Avinode**, which are defined in Avinode's section: Aircraft > Fleet edition > Update amenities.



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