

HR emails - default definitions

To enable the module tick box 'HR available (items below are applicable only when this field is enabled)' and untick 'Test settings (if marked, HR will be sent to user's email address instead of handling agent)' which is turned on by default. Next step is filling in email details, such as:

- **Handler confirmation recipient e-mail** - in case when a handler will confirm handling request sent from Leon, the confirmation e-mail will be sent to the address specified in this field.
- **Email "From"** - "Name" ops@address.com
- **Handling Request Email "Cc"** - it can be the same as email "From" or any other email address.
- **Email "Bcc"** - manager or admin email address.
- **Send copy of HR email to** - it can be the same as email "From", or left blank, if 'Handling Request Email "Cc" is filled in.

A field 'Email subject' contains what is later shown in the subject of 'Handling Request' email.

I.e. **Handling**

Request\\[DATE]\\[ACFT_REG]/[ACFT_DEF_FLIGHT_NUMBER]\\[ADES_ICAO]\\[VERSION]

- [DATE] - trip date
- [ACFT_REG] - aircraft registration
- [ACFT_DEF_FLIGHT_NUMBER] - default flight number for aircraft (if you don't have set up default flight number for aircraft, you can change it to [FLIGHT_NUMBER])
- [ADES_ICAO] - ICAO code of airfield (you can change it to [ADES_IATA])
- [VERSION] - handling request version

When the handling email is sent out, the 'Email subject' text turns to:

Handling Request\\26-06-2013\\M-LEON\\EGSS\\(ver 1)

Default email contents

Default email contents are particularly important because they include the default email contents for new, amended, and canceled handling requests as well as default GAR content, requested items, HOTAC details, Billing info and Footer. What all these fields contain is only email text messages - **NOT** handling requests/GARs themselves - as documents are attached separately as PDFs files. You can add in these particular fields your default phone/fax number, email address, etc... See below examples of default email contents.

Default HR email content

Dear OPS,

We kindly request handling as per attached request.

Please acknowledge the receipt of this email.

Default amended request email content

Dear Ops,

Please see attached amended handling request for the flight we are operating.

All updates are marked in red on the attached document.

Please acknowledge and advise all confirmed to ops@address.com

Regards,

Default cancelation request email content

Dear Ops,

Please find attached handling cancellation.

Please confirm by return of email to ops@address.com

Regards,

Default requested items

Standard Handling,

Airport Slots if required,

Customs

Refueling as advised by OPS

Default HOTAC details

4* Hotel where possible, with suitable facilities,

Budget 150EUR per room minimum,

Transport to/from HOTAC

Billing Info

Please forward all invoices to: address, VAT No., Company Reg.

Footer

Please provide us with an estimated cost and email your confirmation to @email or fax @fax .

Alternatively contact us on @phone .

Regards, @sender

GAR Emails



GAR Template settings

Here you can insert a default 'Cc' email address as well as a default email content.

Here you can also choose the format of the file itself. Attached file can be sent either as PDF or XLS. The format can be switched to a different one before sending GAR in GAR window.

More information regarding GAR functionality in Leon can be found under [here](#).

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<https://wiki.leonsoftware.com/leon/settings-handling-requests?rev=1512743342>

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