Handling requests

This tool allows you to configure default handling requests and GAR patterns which will be used in preparing and sending emails to handling agents or GAR offices (see Handling Requests and GAR).

General settings

- **Opr ICAO** - an operator code which needs to be recognize by Eurocontrol in order to get flight times imported to Leon.
- **MyHandling GUID** - This id is required if you want to integrate Leon with MyHandling software. If you are an existing customer of Leon Software, please contact MyHandling support (contact@myhandling.com) in order to obtain this identifier. For more information check a section Handling Requests.
- **HR available** - this checkbox must be ticked to enable sending out HR emails.
- **Test settings** - if marked, HR will be sent to user's email address instead of handling agent.
- **Approval date** - if the approval date of handlers/fbo expires in less than 14 days, Leon will send an email to the inserted email address.

> We strongly recommend making a thorough familiarisation with 'Handling' module by using **'Test mode'** to avoid mistakes or confusion.

Matching flights

Including options by default when matching flights in HR Sheet when sending an email to a handling agent.

HR status changes

Handling requests status changes

The Checklist consists of a 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 time buffer. If 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 flight 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.

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 cancelled 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 cancellation 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

At the bottom of the window, you can tick a checkbox **Attach GenDec** to add General Declaration document to Handling request email.

Default requested items

Default requested items per aircraft

In the settings you can also define the **Requested items** which will then show in the Handling Request email by default.

It is also possible to assign the Handling Request **default requested items to a specific aircraft**.

Any changes made to the list of requested items will only apply to the newly added flights and not the existing flights.

The items per aircraft will overwrite the operator default requested items in Handling Request email.

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.