

# Handling Requests

The main difference between sending **Handling Requests** emails in the current version and the **new version** is that right now a handling agent does not get the information about the next departure times, or details about which handling agent should make services for the departure flight: should it be the same handling agent or a different one?

In the new version sending handling requests emails **always** concern only the airport where the email is sent.

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Invalid Link


Handling Requests main screen

Invalid Link

Handling Requests email example

Select a flight in the 'Flights List' page, click 'Checklist' on the right-hand side of the screen and select handling agents from the drop-down list.





Once handling agents are selected (either manually in 'Legs Info' page or automatically when marked as 'favourite' in 'Airport Directory > Airport edit > **FBO/Handling section**'), by clicking on the icon  you get a main panel for sending 'Handling Requests' emails.

On the screenshot on the right (click to view) you can notice that when sending HR email to a handling agent at the airport EPPO not only there are **details about the arrival flight** to EPPO, but also **details about the next departure flight** from EPPO.

When HR email is sent, the icon  turns to black icon  and the status changes from  to .

If one of the important changes have been done, such as:

- **Time change**
- **Date change**
- **Aircraft change**
- **Destination/Departure change**

the icon  turns to . All other changes like: **Crew change** or **Pax change** make that icon turns to .

When viewing HR email sending page, you can notice that the **Status** changes from **New Request** to **Update** and all changed details are in red.

You can always check HR by clicking on 'Request' icon even if there were no changes made (Leon will show information '**There are no changes in this flight. Click here to manually edit this request**') as well as to check sending out history (click icon 'History' in top-right corner).



Below you can find **examples of how the main HR page displays various changes** made in flights: schedule change, handling agent change, airport change, etc.

## Schedule change



## Handling agent change



## Flight cancellation



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