

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.

Invalid Link

New 'Handling requests' panel

Invalid Link

Example of a Handling Requests email

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 was no changes made (Leon will show information '**There is 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



From:
<https://wiki.leonsoftware.com/> - **Leonsoftware Wiki**

Permanent link:
<https://wiki.leonsoftware.com/updates/new-handling-requests-feature-is-now-available-in-both-versions-of-leon?rev=1408090817>

Last update: **2016/08/30 13:06**

