



AVIATE **NOW** - BROKER USER MANUAL

Revised April 2023

USER MANUAL

AVIATENOW is a native Salesforce.com OEM Product built upon the world-class Salesforce.com Platform leveraging Salesforce.com Standard Objects such as Accounts, Contacts, Dashboards & Reports, Products, Price Books, and Orders functionality. For more information on Salesforce.com functionality, please visit <https://www.trailhead.com/> and create an account to access additional documentation and training on the Salesforce.com Platform.

This user guide covers the basics of how to use the **AVIATENOW -BROKER** quote tools and components, and their intended use. We optimized these components to function on both Desktop and Phone via the Salesforce1 mobile app. In all cases, we suggest that you follow proper flight planning protocol as defined by the **United States Federal Aviation Administration (FAA)**. You can find additional information of FAA Flight Planning Practices and Regulations at

https://www.faa.gov/about/office_org/headquarters_offices/ato/service_units/air_traffic_services/flight_plan_filing.

If you require additional support or would like to inquire about **AVN** consulting services, please send an email detailing your request to support@aviatenow.com.

AVN QUOTE TOOL

The **AVIATENOW** Quote Tool generates quotes for **Aircraft Options** on **One Way**, **Round Trip**, or **Multi-City** flights that can be emailed to a Client. These quotes can be created with, or without, sending an email to your Client. The Quote Tool calculates the feasibility of an **Aircraft Option**, provides an interface to plan a trip, and calculates the both margin and total trip costs while providing users with a quick way to create a **Reservation**, **Aircraft Options**, and **Flights** for Clients in an easy to use interface.

1. ENTER QUOTE DETAILS

1. Select your **Flight Type** by clicking on the **One Way**, **Round Trip**, or **Multi-City** tabs.
2. In order to create a quote, you will need the following information:
 - a. Client Contact Record
 - b. PAX (Number of Passengers)
 - c. Depart (Departure Airport)
 - d. Arrive (Arrival Airport)
 - e. Depart FBO (None is an option)
 - f. Arrival FBO (None is an option)
 - g. Departure Date
3. Search for the **Client Contact** record. This should be the **Primary Contact** that is receiving the **Quote**.
4. Fill out the Required fields highlighted with a red * asterisk.
5. Add **Service Requests** by clicking on the slide button (not required).
6. Pre-calculate margins in the **Markup** field (not required, but suggested).
7. In the lower right hand corner, click the Next button.

The screenshot displays the 'ENTER QUOTE DETAILS' form in the AVIATENOW Quote Tool. The form is organized into several sections with a light blue background and white input fields. At the top, there are two main sections: 'Contact' and 'PAX'. The 'Contact' section has a dropdown menu showing 'Charles Wagner (Account:Burlington Textiles Corp of America (Sample))'. The 'PAX' section has a text input field with the value '2'. Below these are 'Depart' and 'Arrive' sections. The 'Depart' section has a dropdown menu showing 'KTME - Houston Executive'. The 'Arrive' section has a dropdown menu showing 'KMSP - Minneapolis St Paul International/Wold-Chamberlain'. Underneath these are 'Depart FBO' and 'Arrival FBO' sections. The 'Depart FBO' section has a dropdown menu showing 'Henrikson Jet Center - KTME'. The 'Arrival FBO' section has a dropdown menu showing 'Signature Flight Support - KMSP'. Below these are two large text areas for 'Depart FBO' and 'Arrival FBO' details. The 'Depart FBO' area contains contact information for 'Contact Person :', 'Phone : 281-945-5000', 'Email : hjc@houstonexecutiveairport.com', 'Address : 1900 CARDIFF RD', and 'Website : http://www.houstonexecutiveairport.com'. The 'Arrival FBO' area contains contact information for 'Contact Person :', 'Phone : 612-726-5700', 'Email : msp@signatureflight.com', 'Address : 3800 EAST 70TH STREET', and 'Website : https://www.signatureflight.com/locations/msp'. At the bottom, there are 'Date' and 'Time' sections. The 'Date' section has a date picker showing 'Nov 9, 2022'. The 'Time' section has a time picker showing '2:53 AM'. To the right of these is a 'Markup' section with a text input field showing '10%'. At the very bottom, there is a toggle switch for 'Add service requests' which is currently turned off.

For *Round Trip Quotes*, you will need to add the **Return Departure Date/Time** as well.

For *Multi-City Quotes*, you will need to create each **Trip** by clicking on a **bluegreen '+' square button** before proceeding to the next screen.

2. CREATE AIRCRAFT OPTIONS

SELECT AIRCRAFT OPTIONS

✈️

Route Information

Contact Person : Charles Wagner (Account:Burlington Textiles Corp of America (Sample))

Departure : KTME - Houston Executive

Departure FBO : Henrikson Jet Center - KTME

PAX : 2

Arrival : KMSP - Minneapolis St Paul International/Wold-Chamberlain

Arrival FBO : Signature Flight Support - KMSP

✈️

Option 1

⌵

*Aircraft

Search Aircraft...

Position from

Search Airports...

Q

Position to

Search Airports...

Q

+

1. Create **Aircraft Options** by searching for **Aircrafts** in your database and adding them to each **Option** card.
2. If you need to position an **Aircraft** from an **Airport** before or after the flight, you can enter in that information in the Position From and Position To fields.
3. Click the bluegreen '+' square button to create additional **Aircraft Options**.

AIRCRAFT SCHEDULE

As seen in the screenshot below, you can view the availability of the Aircraft selected, as well as all of the Aircraft records in your database, by clicking on the Aircraft Schedule button in the upper right hand corner of the Aircraft Option card.

Option 1

Aircraft Schedule

Select Route

*Aircraft

VH-KBN (Sample) (Aircraft Type : 1121 Jet Commander)

*This route requires atleast 1 fuel stops with this aircraft

VH-KBN (Sample)

Cruise (kts): 290

Aircraft Type : 1121 Jet Commander

Tail Number : 54321

Max Range (nm): 1350

Aircraft Class Type : 1121C

Aircraft Operator : Rutledge Aviation, LLC (Sample)

Position from

Search Airports...

Position to

Search Airports...

AIRCRAFT SCHEDULE

All Flights In Calendar View

Billable Flights

Non-Billable Flights

< today >
September 1, 2022

day month list

	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm
Aircrafts										
VH-KEN (Sample)	IN-0001986									
VH-KBC (Sample)	IN-0002525 - Jamnu, Jamnu and Kashmir to Goa, Goa, PAX : 0 Aircraft Operator : Bullidge Aviation, LLC (Sample)									
N/A730 (Sample)	IN-0002383 - Houston, Texas									

Done

SELECT ROUTE

As seen in the screenshot below, the Quote Tool automatically validates the availability of the **Aircraft** and its basic assumed capability to execute the proposed trip in one flight using the *Maximum Range* and *PAX Capacity* fields maintained by your organization on the selected **Aircraft** record. If your **Aircraft Option** requires a refuel in order to complete a trip, then click on the **Select Route** button to add the required **Fuel Stops** to the trip.

Option 1

Aircraft Schedule Select Route

*Aircraft

VH-KBN (Sample) (Aircraft Type : 1121 Jet Commander)

*This route requires atleast 1 fuel stops with this aircraft

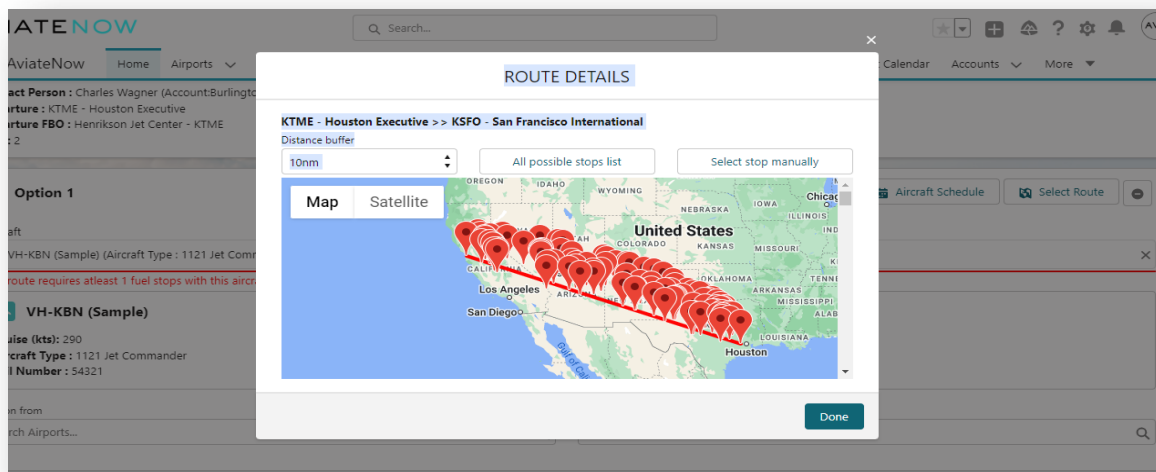
VH-KBN (Sample)

Cruise (kts): 290
Aircraft Type : 1121 Jet Commander
Tail Number : 54321

Max Range (nm): 1350
Aircraft Class Type : 1121C
Aircraft Operator : Rutledge Aviation, LLC (Sample)

Position from Search Airports... Position to Search Airports...

1. Click on the **Select Route** button provided in the top right corner of the **Option Card**.
2. The **Select Route Option** button will open a pop-up screen that provides you options to add stops with a detailed overview of your journey using a Salesforce Lightning Map.
3. You can search for refueling airports in three different ways:
 - a. **Distance Buffer** - By clicking on our **Distance Buffer** picklist you can expand the distance radius buffer of your flight path to select airports that may not be immediately available in the recommended list.
 - b. **All Possible Stops List** - By clicking the **All Possible Stops List** button you can simply review a list of all possible refueling stops based on the Distance Buffer picklist.
 - c. **Select Stop Manually** - By clicking on the **Select Stop Manually** button, you can manually simply enter the Airport you want to use for a refueling stop.



The above screenshot of the **Select Route** pop-up screen showcases a **red** line showing a pseudo-flight path for an **Aircraft** that requires a Fuel Stop. Once a Fuel Stop is added to the **Route Option**, the flight path line color changes to **green** signifying that the **Aircraft** has a suitable Fuel Stop added to the **Route Option**. In all cases, we suggest following FAA standard practices when planning your flight.

3. QUOTATION PAGE

The Quotation Page features quote estimates for each **Aircraft Option** including Base Price, Taxes, and Fees.

Quotations

Route Information

Contact Person : Charles Wagner (Account:Burlington Textiles Corp of America (Sample))

Departure : KTIME - Houston Executive

Departure FBO : Henrikson Jet Center - KTIME

PAX : 2

Arrival : KMSP - Minneapolis St Paul International/Wold-Chamberlain

Arrival FBO : Signature Flight Support - KMSP

VH-KBN (Sample) (Aircraft Type : 1121 Jet Commander)

View Details

Total Base Price :	\$9,525.00
Total Taxes :	\$690.56
Total Fees :	\$14.00
Total :	\$10,229.56

VH-KBC (Sample) (Aircraft Type : 1121 Jet Commander)

View Details

Total Base Price :	\$32,350.00
Total Taxes :	\$2,345.37

VIEW DETAILS

Each quote estimate can be viewed and edited by clicking on the **View Details** button, and then clicking on the **Edit** button in each section.

QUOTE DETAILS

Base Price

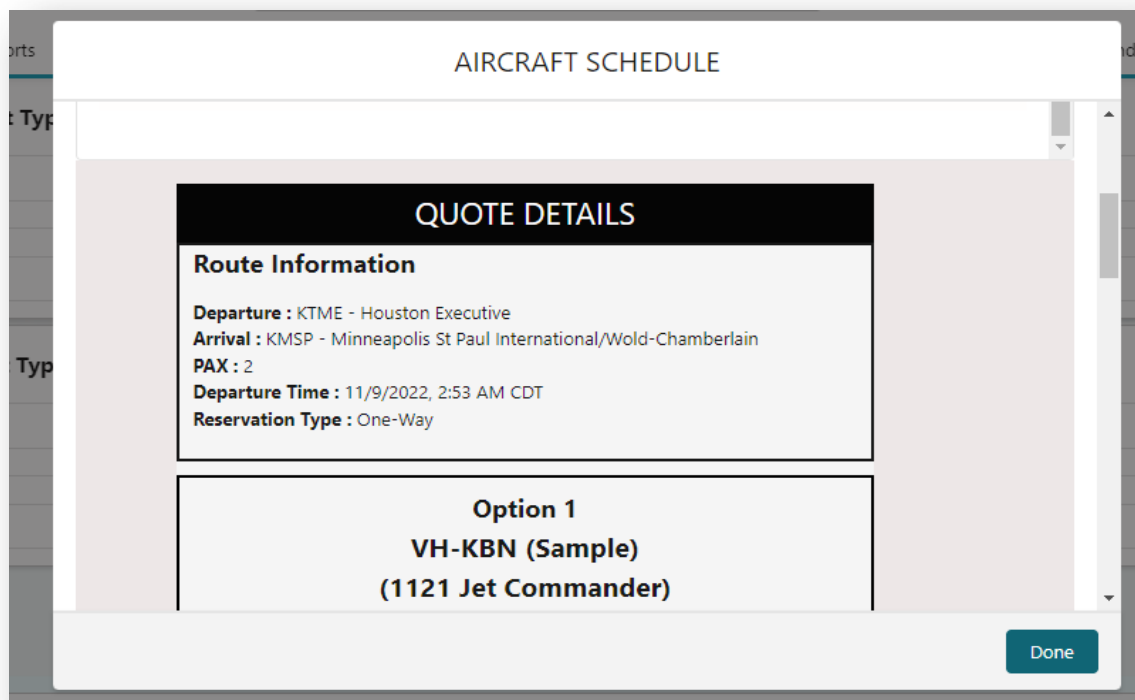
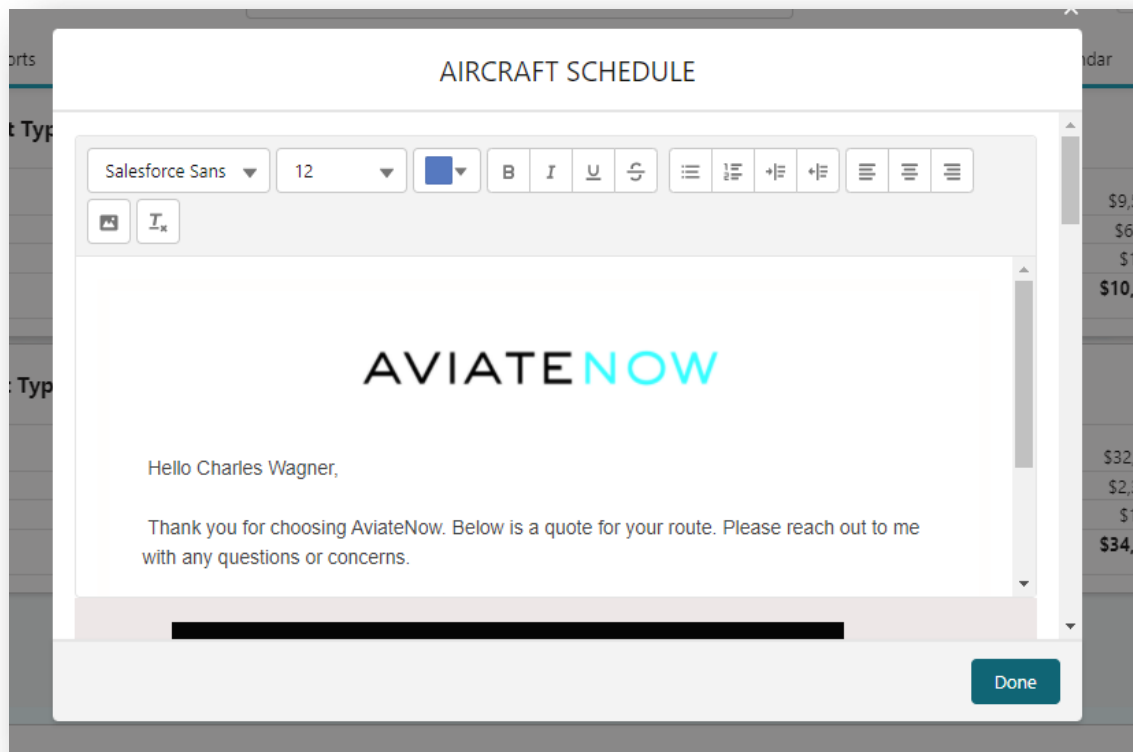
Edit

ITEMS	COST	PRICE	QUANTITY		COST	PRICE
Billable Time	\$2,500.00 /hour	\$2,750.00 /hour	× 3.40	=	\$8,500.00	\$9,350.00
Positioning Time	\$2,500.00/hour	\$2,750.00/hour	× 0.00	=	\$0.00	\$0.00
Crew	\$0.00 /hour	\$175.00 /hour	× 1	=	\$0.00	\$175.00
Cost: \$8,500.00		Margin: \$1,025.00		Base Price: \$9,525.00		

Done

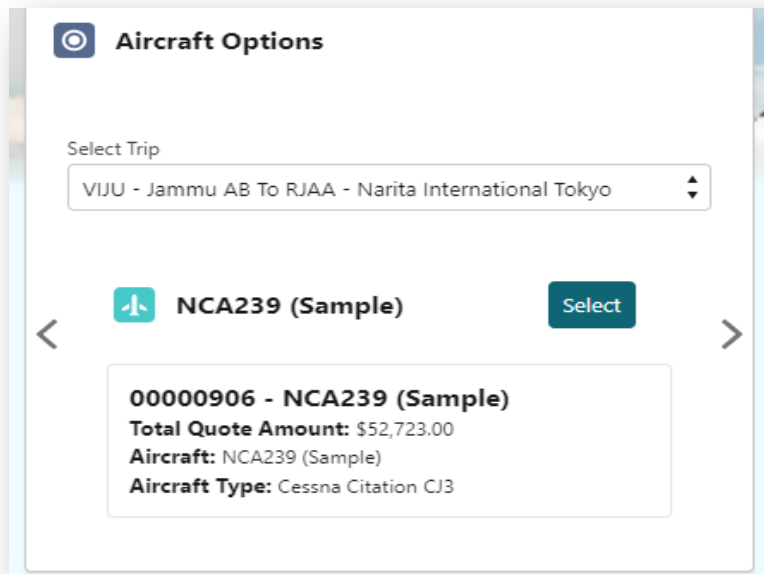
EMAIL QUOTE TO CLIENT

Click the **Preview** button to view and edit your customized email template that include the **Aircraft Options** quoted for your Client.



RESERVATION - AIRCRAFT OPTIONS COMPONENT

Once you've saved your quote, a **Reservation** record will be created featuring the **Aircraft Options** quoted. When your client chooses an **Aircraft Option**, you can select it from the **Aircraft Options Component** found on the **Reservation** record.



AUTOMATION

We have built extensive automation in the **AVIATENOW -BROKER** package. Your System Administrator can override these predefined automations in favor of custom automation.

Flows

The package includes prebuilt Flows to automate functionality.

Automate Reservation Status

This flow changes the **Reservation** status field to In Progress and Post-Service based on the status of related **Flights**.

Populate Aircraft Operating Hours

This flow populates a field that regulates **Aircraft Operating Hours** whenever a **Flight** is being created.

Populate Aircraft Values

This flow populates **Aircraft** field values from its related **Aircraft Type** whenever a new **Aircraft** record is created.

Apex Classes & Triggers

Apex Classes and Triggers across the platform for **Flight**, **Flight Expense**, **Service Request**, and **Content Document**. From Setup, enter Apex Classes in the Quick Find box, select Apex Classes, then you can locate these managed Apex Classes by searching for the namespace 'AVNB__'.

Scheduled Batch

A scheduled batch runs every 15 minutes to automate Flight Status functionality.