JetLogix

Logistics & Forwarding Management

An application of the BalkanWMS platform

User Manual

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BalkanWMS platform

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1 Introduction

1.1 About JetLogix

JetLogix is a logistics and forwarding management application for companies that send and receive air and courier shipments. It is a web application: you open it in your browser, there is nothing to install on your computer, and everybody works on the same live data.

JetLogix is an application of the **BalkanWMS platform**. BalkanWMS is the common platform on which a family of business applications is built, for example JetLogix for logistics and forwarding, and the BalkanWMS warehouse application. The applications of the platform share the same way of working and can be used together.

> **Note:** The sign-in screen, the menu and the About page show **JetLogix** together with **BalkanWMS platform**.

JetLogix brings together the daily work of the forwarding office:

- **Shipments (AWB)**: incoming (import) and outgoing (export) air waybills and courier shipments, from booking to delivery and closing.
- **Carrier tracking**: the status of every open shipment is asked automatically from DHL, FedEx / TNT, UPS, Geniki Taxydromiki, Econt, Speedy and, for all other carriers, 17TRACK.
- **Proof of delivery (POD)**: signed PODs are attached to the shipment, found automatically on the office network folder, or created from the carrier's tracking as a PDF.
- **Geniki Taxydromiki vouchers**: create, print and cancel vouchers and close the courier day without leaving the application.
- **Documents**: waybills, PODs, labels, certificates and customs papers of every shipment, including the files on the office network folder `W:\`.
- **Contacts and customer book**: customers, suppliers and partners with their delivery addresses, used to fill in shipments and vouchers.
- **Tasks, Calendar and reminders**: a shared task board, repeating tasks, events, arrivals and dispatches on one calendar, and reminders on any screen.
- **Web Mail and Notes**: your own mailbox and a personal notebook, inside the same application.
- **Products**: reference lists of MSDS / TDS sheets, product brochures and aircraft parts catalogs (IPC).

1.2 About this manual

This manual describes JetLogix version **1.5.1** for all users. Chapters 2 to 12 explain the daily work, screen by screen. Chapter 13 is for administrators and describes the system settings. Chapter 14 is a quick reference (statuses, messages, glossary) and chapter 15 lists what is new in each version.

The manual is kept up to date with every new version of the application. The version and the revision of the manual are shown on the cover. The same manual is available online, one page per chapter, at `https://www.balkanwms.com/jetlogix/help/`: press `F1` in JetLogix to open the page of the screen you are using.

1.2.1 Conventions

Convention	Meaning
Save Shipment	A button, menu entry, field or other text exactly as it appears on the screen.
Shipments (AWB) › New Shipment	A path: open **Shipments (AWB)** in the menu, then press **New Shipment**.
`Ctrl+Enter`	A key or a combination of keys.
`W:\AWB - Geniki - BG`	A file name, a folder or an address.

The following boxes are used throughout the manual:

> **Note:** Additional information that helps you understand how something works.

> **Tip:** A shortcut or a good practice that saves time.

> **Important:** Something you must pay attention to, for example an action that cannot be undone.

> **Administrators:** A setting or an action that only an administrator can change.

1.3 Users and rights

Every person who uses JetLogix has a personal user account. Accounts are created by an administrator (see section 13.3). There are two kinds of account:

Role	What the user can do
Administrator	Sees every screen, including **Settings**. Manages users, system settings, carriers, tracking keys, the network folder and backups. Sees every task on the Task Board.
Standard User / Manager	Sees the screens that the administrator has ticked under **User Rights** in the user's account. **Settings** is never shown.

The screens that can be given to a user are: Dashboard, Shipments, Contacts, Tasks, Calendar, Email Client, Notes, Documents and Products (MSDS / TDS, Brochures, Aircraft). **About** is always available.

> **Note:** If you need a screen that you do not see in your menu, ask your administrator to tick it in your account. Opening a screen without the right shows the message **ACCESS DENIED**.

Some information is private and visible only to its owner: your **Notes**, your **Web Mail** and your **notifications**. Shipments, tasks, contacts and documents are shared by all users who have the right to see them.

1.4 What you need

- A computer with an up-to-date web browser: Google Chrome, Microsoft Edge or Mozilla Firefox.
- A connection to the network where your company's JetLogix server can be reached (office network, VPN or internet, depending on your installation).
- The address of your JetLogix installation, for example `https://group.balkanwms.com`.
- Your user name (or e-mail address) and password.

Your administrator gives you the address, the user name and the password.

> **Tip:** Add the address to the favourites (bookmarks) of your browser, so that you can open JetLogix with one click.

2 Getting started

2.1 Signing in

1. Open your browser and go to the address of your JetLogix installation, for example `https://group.balkanwms.com`.
2. In **Username or Email Address**, type your user name or your e-mail address. Upper and lower case letters do not matter.
3. In **Password**, type your password.
4. Tick **Remember me** if you work on your own computer (see below).
5. Press **Sign In**.

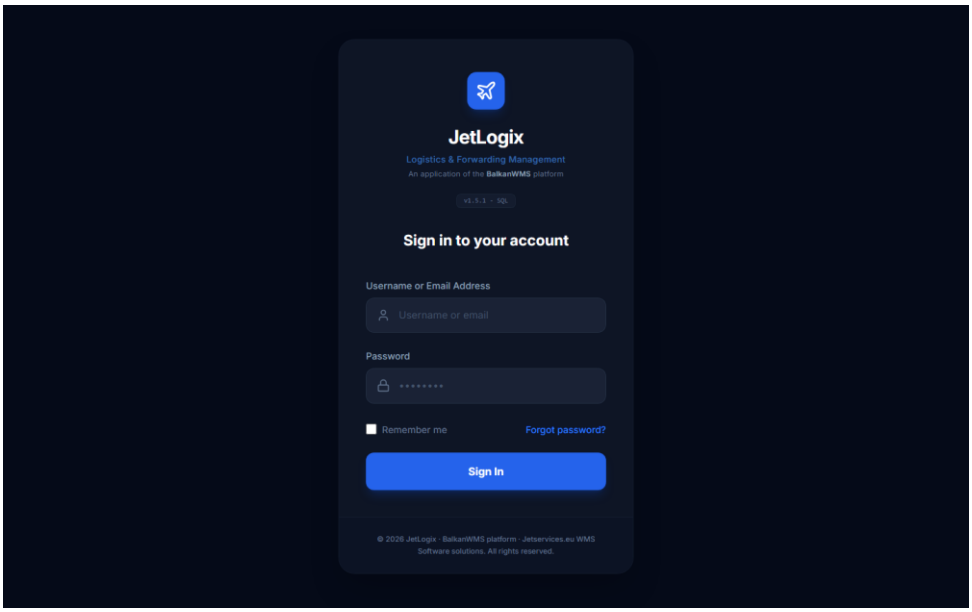


Figure 2.1 – *The sign-in screen*

After signing in, JetLogix opens the **Dashboard**. If you do not have the right to see the Dashboard, the first screen you are allowed to use opens instead.

2.1.1 Remember me

Remember me	How long you stay signed in
Ticked	30 days. The browser also remembers your user name.
Not ticked	Until you have not used the application for 8 hours.

> **Important:** Do not tick **Remember me** on a computer that other people use.

2.1.2 Forgotten password

There is no self-service password reset. Press **Forgot password?** to see the instruction: ask your administrator to set a new password for you. The administrator does this in **Settings › Users** (section 13.3).

2.1.3 Password rules

- A password has at least **8 characters**.
- When an administrator changes your password, you are signed out on every computer and must sign in again with the new password.

2.1.4 Too many failed attempts

After 10 wrong passwords for the same account within 15 minutes (or 30 from the same computer), JetLogix shows **Too many failed sign-in attempts. Please wait 15 minutes and try again.** The account unlocks by itself after the 15 minutes.

2.1.5 When the server cannot be reached

If JetLogix cannot reach its database, the sign-in screen shows an amber box (**Database Unavailable** or **Server Setup Required**) and the **Sign In** button is disabled. Check your network connection (or VPN) and press **Retry Connection**. If the message stays, inform your administrator.

2.2 The main screen

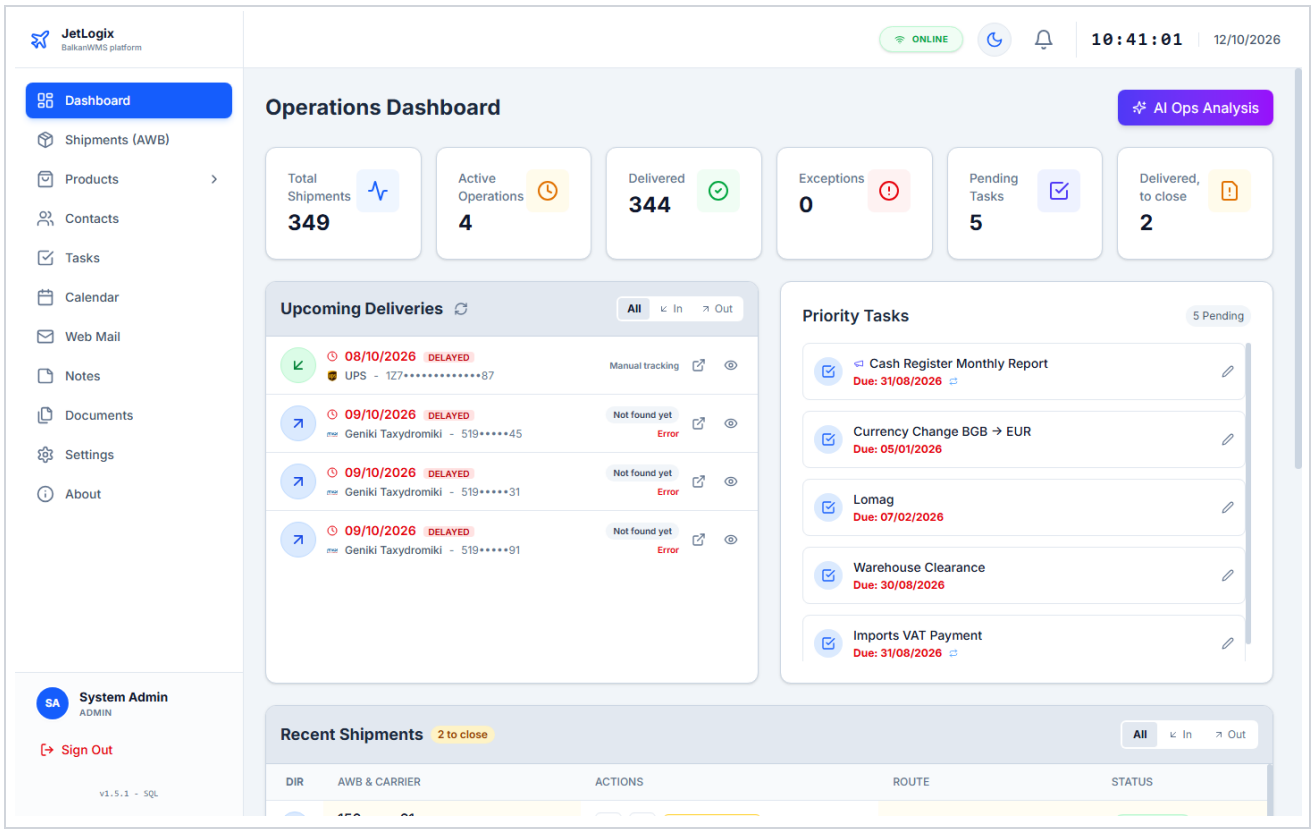


Figure 2.2 – *The main screen: menu on the left, top bar and working area*

The main screen has three parts:

1. **The menu** on the left. It lists the screens that you are allowed to use. At the bottom it shows your name, your role, the version of JetLogix and the **Sign Out** button. Click the JetLogix logo at the top to return to the Dashboard at any time.
2. **The top bar**. From left to right: the green **ONLINE** indicator, the light / dark theme button (moon / sun), the help button (**?**), the notification bell, and the current time and date.
3. **The working area**, where the selected screen is shown.

The **Products** entry of the menu is a group: click it to show **MSDS - TDS**, **Brochures** and **Aircraft**.

> **Note:** JetLogix refreshes its data automatically every 30 seconds, so you see the changes made by your colleagues without reloading the page.

> **Tip:** On a small screen or a tablet the menu is hidden. Press the menu button (three lines) at the top left to open it.

2.2.1 Light and dark theme

Press the moon / sun button in the top bar to switch between the light and the dark theme. The theme that opens when you sign in is set in your user account by the administrator.

2.3 Help (F1)

Press `F1`, or the **?** button in the top bar, to open the online help of the screen you are working on in a new window. The help is this manual as web pages, in the language of JetLogix, with a table of contents and a search box. It is also available at `https://www.balkanwms.com/jetlogix/help/`, and the PDF manual at `https://www.balkanwms.com/jetlogix/docs/`.

2.4 Notifications

The bell in the top bar shows a red badge with the number of unread notifications. You receive a notification when:

- a colleague mentions you with `@` in a comment on a shipment or a task;
- a colleague comments on a shipment or a task that is assigned to you.

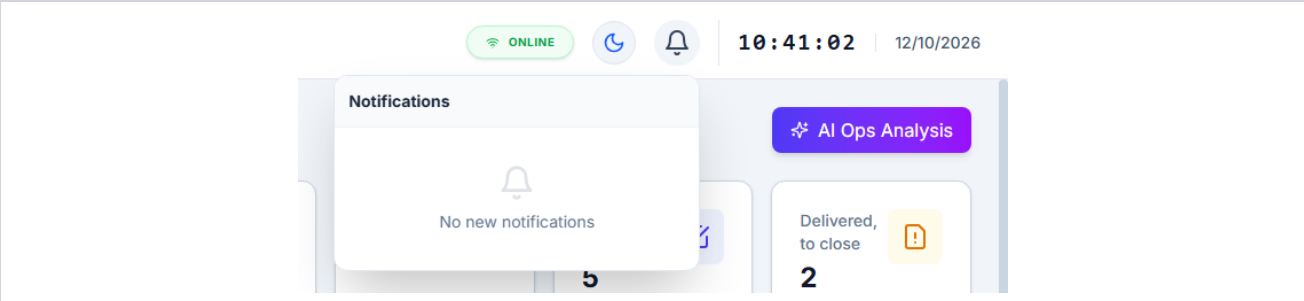


Figure 2.3 – *The notification panel*

Click the bell to open the **Notifications** panel. Click a notification to open the shipment or the task. Press **Mark all read** to clear the badge.

2.5 Reminders

When a task or an event with a reminder becomes due, a reminder window appears at the top right of the screen, whatever screen you are working on.

Button	What it does
Done (tasks) / **OK** (events)	Completes the task, or closes the reminder of the event.
Open	Opens the task or event.
15 min / **1 hour**	Shows the reminder again later (snooze).
X	Hides this reminder.

At most five reminders are shown at the same time; the rest are counted as **+N more reminders**. Reminders older than three days are not shown.

> **Note:** Snoozing and hiding a reminder are remembered only in the browser where you did it.

2.6 New mail

If you use **Web Mail** (chapter 10), JetLogix checks your mailbox every 90 seconds. A new message is announced at the bottom right of the screen with the sender and the subject. Click the notice to open the message.

2.7 Signing out

Press **Sign Out** at the bottom of the menu. Your session also ends automatically when it expires (see **Remember me**) or when an administrator changes your password. In that case JetLogix returns to the sign-in screen with the message **Your session has expired. Please sign in again.**

> **Tip:** Always sign out when you leave a shared computer.

3 Dashboard

The **Operations Dashboard** gives you an overview of the work of the day: how many shipments are open, which deliveries are coming, which shipments are delivered and must be closed, and which tasks are waiting for you.

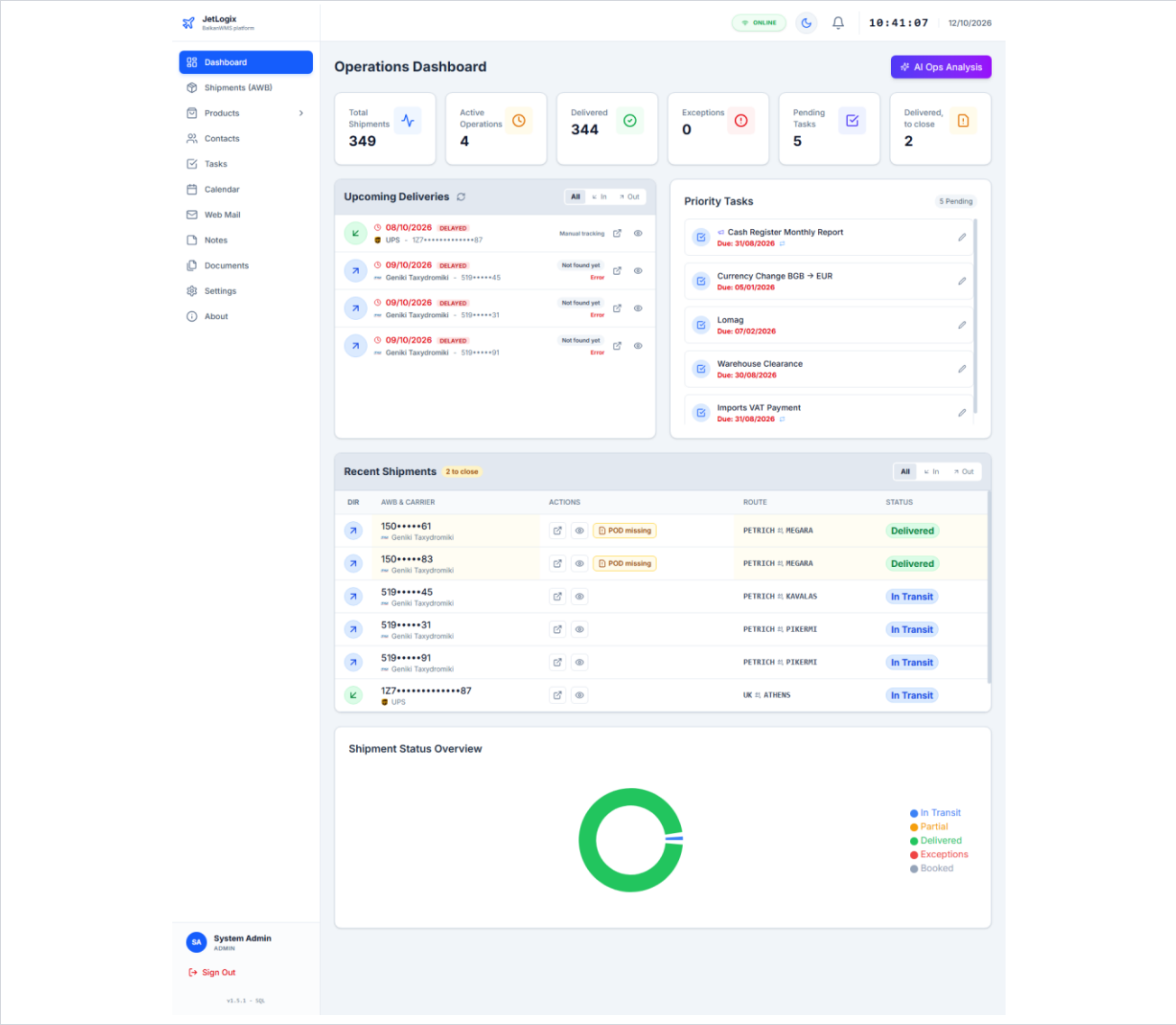


Figure 3.1 – *The Operations Dashboard*

3.1 Metric cards

The six cards at the top count the shipments and tasks. Click a card to open the list behind it.

Card	What it counts	Click opens
Total Shipments	All shipments.	Shipments, all statuses
Active Operations	Shipments that are Booked, In Transit, Arrived or Partially Delivered.	Shipments, Active Operations

Card	What it counts	Click opens
Delivered	Shipments that are Delivered or Closed.	Shipments, Delivered
Exceptions	Shipments with an Exception or in Customs Hold.	Shipments, Exception
Pending Tasks	Your tasks, unassigned tasks and public tasks that are not completed.	Task Board
Delivered, to close	Shipments that are Delivered but not yet Closed.	Shipments, Delivered

3.2 Upcoming Deliveries

This panel lists the open shipments (Booked, In Transit, Customs Hold, Exception and Partially Delivered), the earliest expected arrival (ETA) first. Use the tabs **All**, **In** and **Out** to see all shipments, only incoming or only outgoing ones.

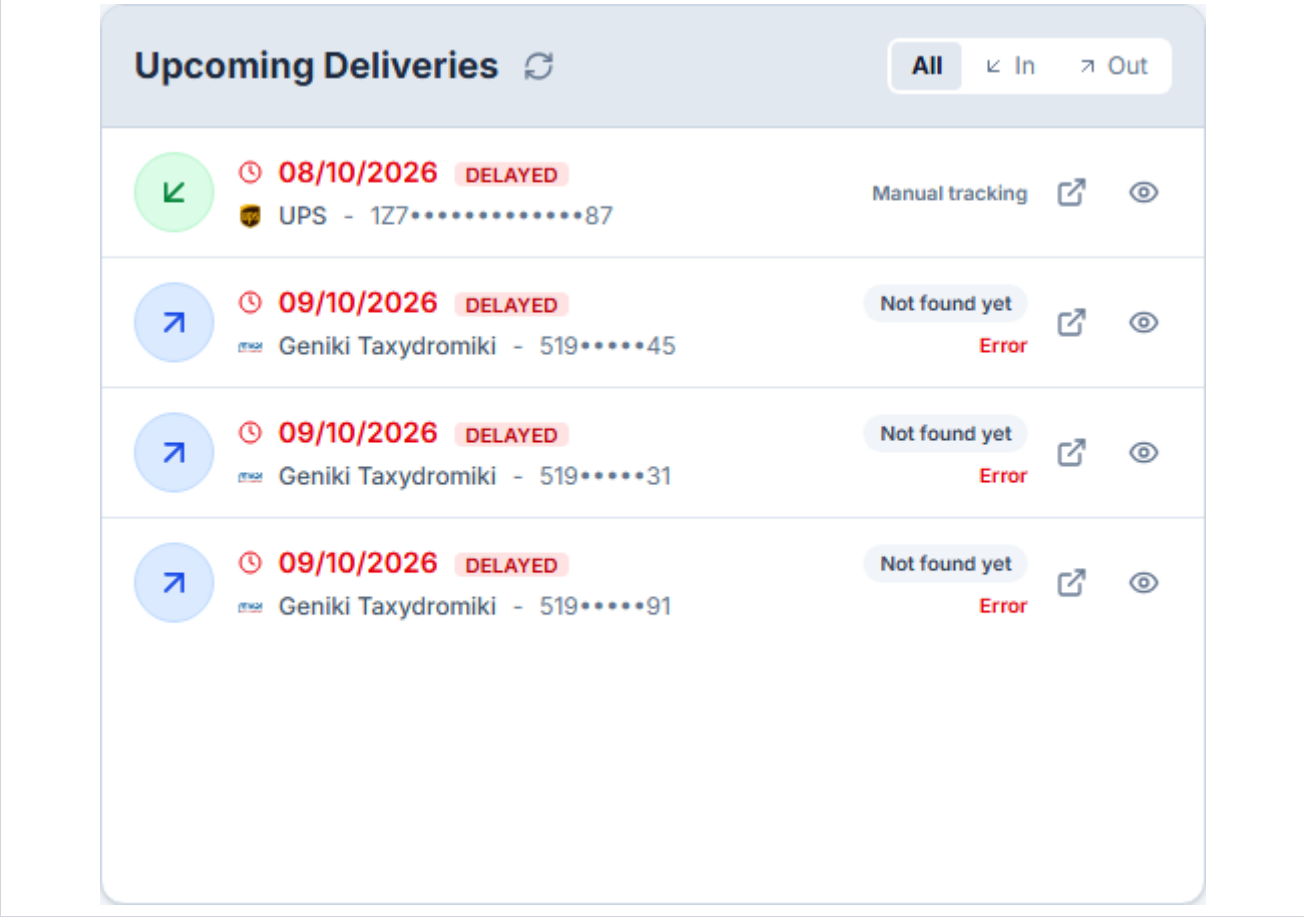


Figure 3.2 – *Upcoming Deliveries with the tracking status of every shipment*

Every row shows:

- the direction (green arrow = incoming, blue arrow = outgoing);
- the ETA, with a red **Delayed** badge when the date has passed;
- **Partial (x/y)** when only some of the pieces have arrived;
- the carrier and the AWB number;

- the tracking status reported by the carrier, for example **In transit**, **Out for delivery**, **Customs** or **Delivered** (see section 14.2);
- how fresh the tracking information is: **Live** (checked in the last 6 hours), **3 h ago**, **2 days ago**, or **Manual tracking** / **No tracking** when the carrier cannot be tracked automatically.

Point at a row to see the consignee (incoming) or the shipper (outgoing). The buttons at the end of the row open the carrier's tracking page and the shipment.

The refresh button at the top of the panel asks the carriers for the latest status of all open shipments at once.

> **Note:** While the Dashboard is open, tracking is also updated automatically every 15 minutes. Every shipment is asked at most once every 3 hours, to stay within the limits of the carriers.

3.3 Priority Tasks

This panel lists the tasks that are waiting for you, the most urgent first (Urgent, High, Medium, Low) and then by due date. The badge shows how many are pending.

Icon	Meaning
Megaphone	A public task, visible to everybody.
Question mark	A task that is not assigned to anybody yet.
Circular arrows	A repeating task.

A due date in red means the task is overdue. Click a task to open it.

3.4 Recent Shipments

The table lists the latest shipments with their direction, AWB and carrier, route and status. Use the tabs **All**, **In** and **Out** to filter by direction.

Shipments that are **Delivered** but not yet **Closed** stay at the top of the table on an amber background, together with the badge **N to close** in the title. They show one of these buttons:

Button	Meaning
POD missing	The signed proof of delivery has not been attached yet. Open the shipment and add it (section 4.7).
Link POD	A POD with this AWB number was found on the network folder `W:`. Press the button to attach it and open the shipment.
Close	The POD is attached (or not needed): press to close the shipment.

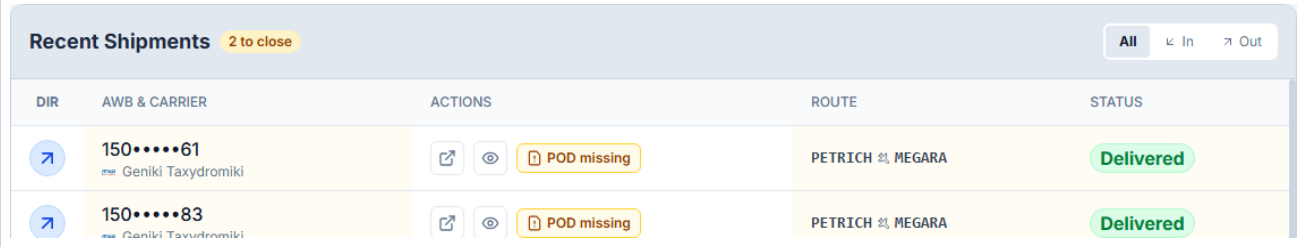


Figure 3.3 – *Delivered shipments waiting to be closed*

> **Tip:** Make it a habit to empty the "to close" list every day: check the POD, the pieces and the delivery date, and close the shipment.

> **Administrators:** Whether a POD is required for outgoing shipments, incoming shipments or both is set in **Settings › Regional › Proof of delivery (POD)** (section 13.2).

3.5 Shipment Status Overview

The donut chart shows how the open shipments are divided between **In Transit**, **Partial**, **Delivered**, **Exceptions** and **Booked**.

3.6 AI Ops Analysis

Press **AI Ops Analysis** to receive a short written summary of the current situation (open shipments, delays, tasks), prepared by the Google Gemini artificial intelligence service. The summary appears in the **Gemini Executive Summary** card.

> **Administrators:** The AI analysis works only when a Gemini API key is entered in **Settings › AI Integration** (section 13.10).

4 Shipments (AWB)

The **Shipments (AWB)** screen is the heart of JetLogix. Every incoming (import) and outgoing (export) shipment is recorded here with its air waybill (AWB) or courier number, its parties, pieces and weight, its documents and its tracking.

4.1 The shipment list

Open **Shipments (AWB)** in the menu. The **Shipment Management** screen lists all shipments.

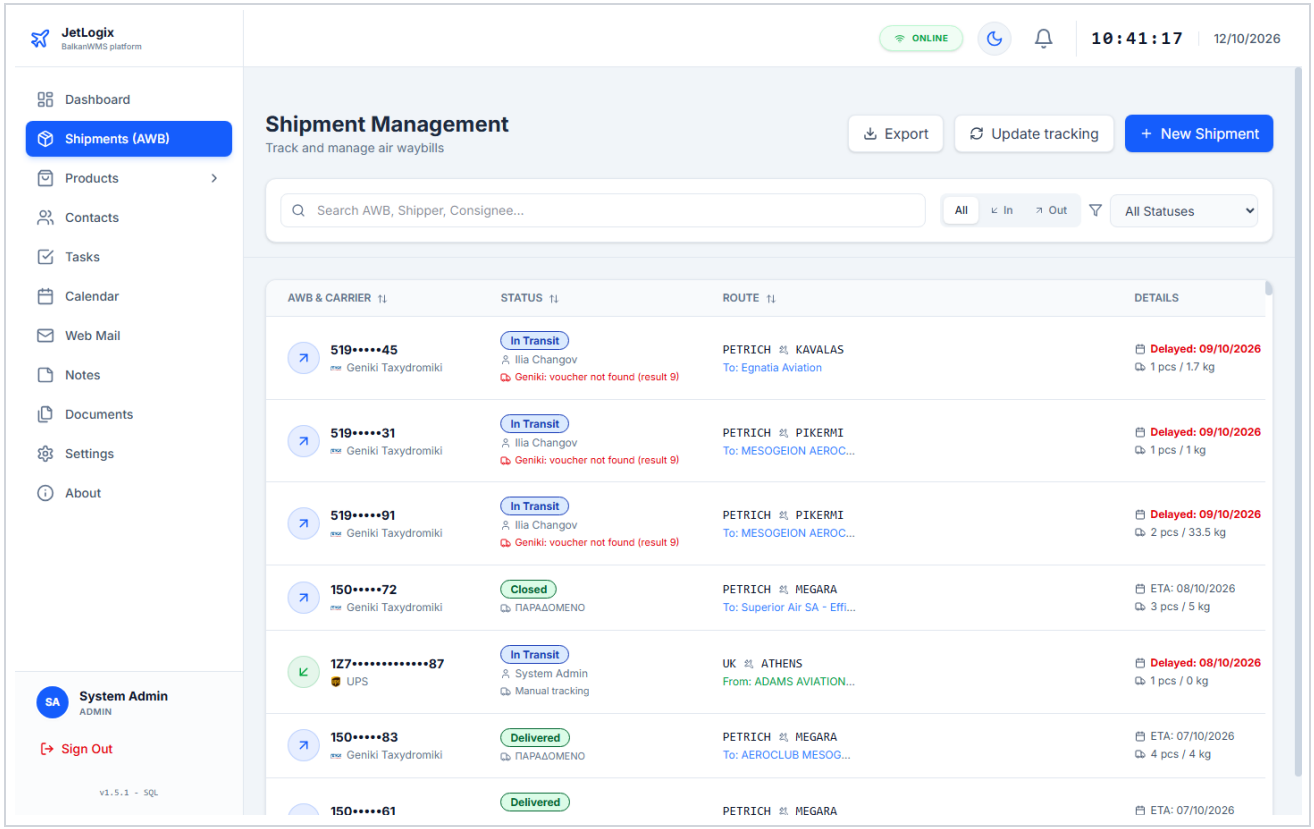


Figure 4.1 – *The shipment list*

4.1.1 Searching and filtering

Control	Use
Search AWB, Shipper, Consignee…	Type part of an AWB number, a company name, a carrier, an origin or a destination. The list is filtered while you type.
All / In / Out	Show all shipments, only incoming or only outgoing ones.
All Statuses	Show only one status, or **Active Operations** (all shipments still on their way).

Click the column titles **AWB & Carrier**, **Status** or **Route** to sort the list.

4.1.2 What the columns show

Column	Content
AWB & Carrier	The AWB number and the carrier. *Voucher pending* means an outgoing Geniki shipment whose voucher has not been created yet.
Status	The status of the shipment, the colleague it is assigned to and the latest tracking event reported by the carrier. For a partial delivery, **(x/y)** shows how many pieces have arrived.
Route	Origin ✈ destination, with the consignee (outgoing) or the shipper (incoming).
Details	The ETA (in red, **Delayed**, when the date has passed), the number of pieces and the weight.
Actions	Buttons for the signed POD, the label, the documents (paper clip with the number of files), the carrier's tracking page, edit and delete.

4.1.3 Right-click menu

Right-click a shipment to open its menu:

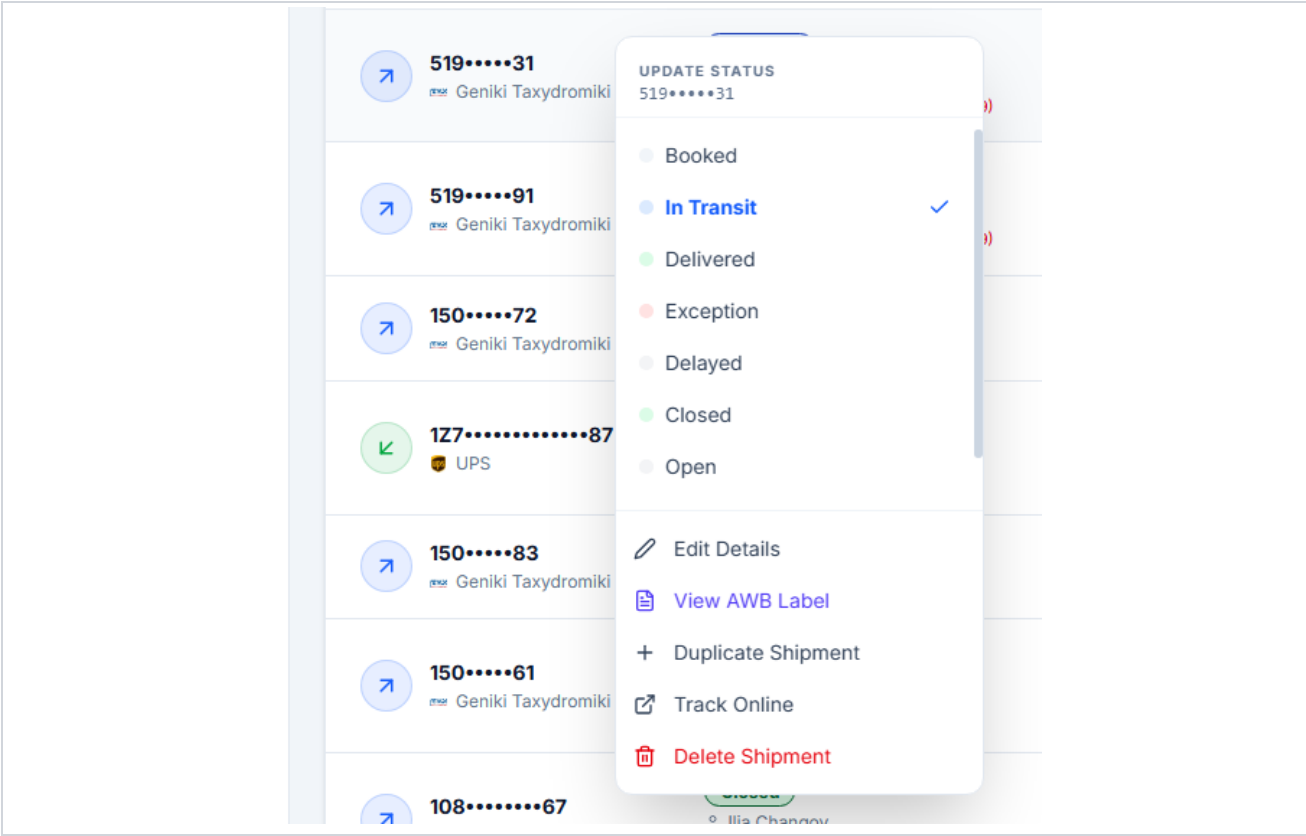


Figure 4.2 – *The right-click menu of a shipment*

Entry	What it does
Update Status	Changes the status directly, without opening the shipment. Choosing **Closed** also fills in today as the delivery date.
Edit Details	Opens the shipment.
View POD (Signed) / View AWB Label	Opens the POD or the label, when attached.

Entry	What it does
Duplicate Shipment	Creates a copy with the AWB `<AWB>-COPY` and the status Booked. Open the copy and correct the AWB and the other details.
Track Online	Opens the carrier's tracking page for this AWB.
Delete Shipment	Deletes the shipment after a confirmation.

> **Important:** Deleting a shipment cannot be undone. Close a shipment instead of deleting it whenever it really took place.

4.2 Shipment statuses

Every shipment has a status. The usual path of a shipment is:

Booked → In Transit → Arrived → Delivered → Closed

with **Customs Hold** or **Exception** when there is a problem on the way, and **Partially Delivered** when only some of the pieces have arrived.

Status	Meaning
Booked	The shipment is registered; the goods have not left yet.
In Transit	The goods are on their way.
Arrived	The goods have arrived at the destination airport or depot.
Customs Hold	The goods are held by customs.
Exception	The carrier reports a problem (delay, damage, wrong address...).
Partially Delivered	Some of the pieces are delivered, the rest are still on their way.
Delivered	All pieces are delivered. The shipment waits to be checked and closed.
Closed	The shipment is finished: POD attached, pieces, weight and delivery date checked.

You do not have to change the status by hand while the shipment travels: carrier tracking changes it automatically (**In Transit**, **Customs Hold**, **Exception**, **Delivered**) and fills in the real delivery date. Closing the shipment is always done by a person (section 4.8).

> **Note:** Tracking never changes a shipment that is already Delivered, Partially Delivered or Closed.

> **Administrators:** The list of statuses can be extended in **Settings › Statuses** (section 13.8).

4.3 Creating a new shipment

1. In **Shipments (AWB)**, press **New Shipment**.

2. Choose the **Direction**: **Incoming (Import)** or **Outgoing (Export)**.
3. Choose the **Carrier**. Its logo is shown next to the list.
4. Type the **AWB** number, for example `123-45678901`.
5. Fill in the shipper and the consignee (section 4.4), the route and the pieces.
6. Press **Save Shipment**.

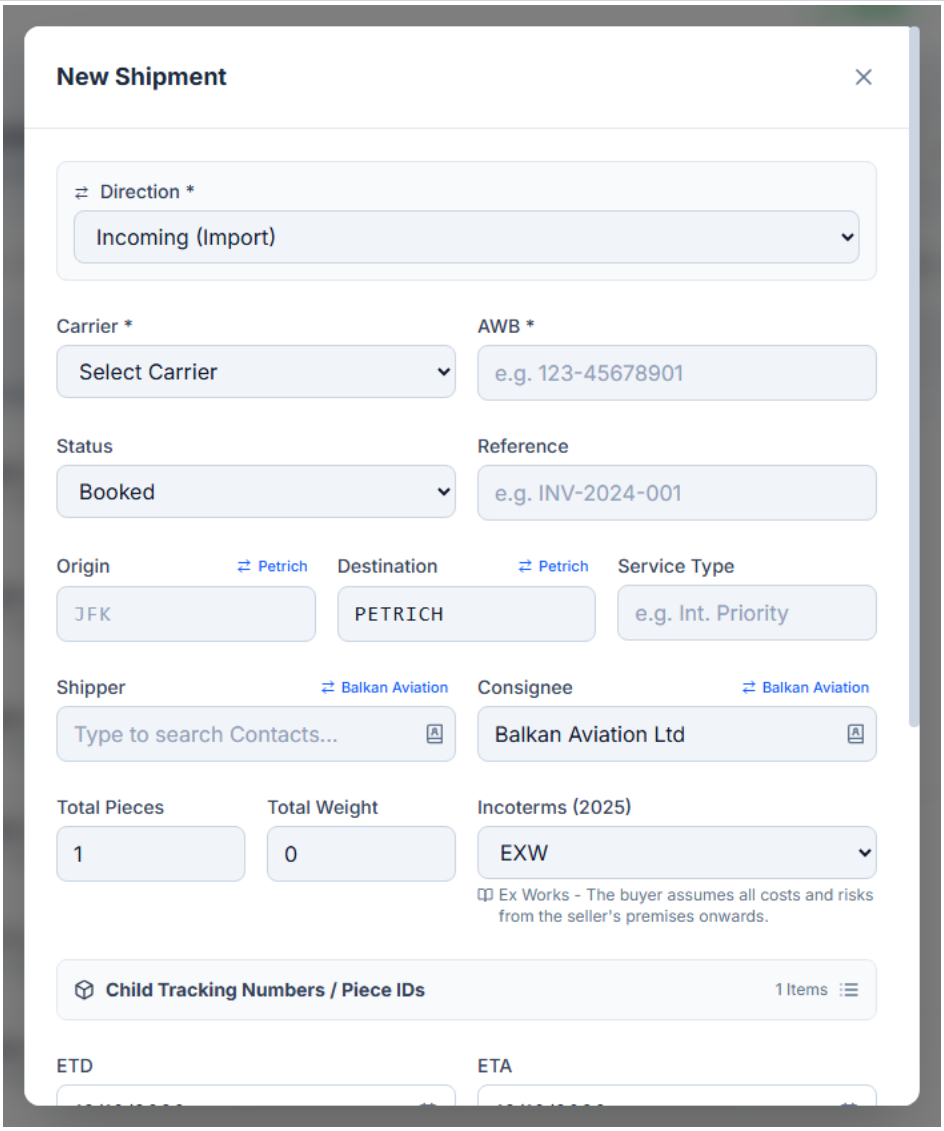


Figure 4.3 – *The New Shipment form*

Right after saving, JetLogix asks the carrier for the tracking of the new shipment.

> **Tip:** A new shipment starts as **Incoming**, with your own company as consignee, your own city as destination and the Incoterm **EXW**. When you choose **Outgoing**, your company moves to the shipper side automatically. (In the pictures of this manual the company is *Balkan Aviation Ltd* and the city *PETRICH*.)

> **Administrators:** Your company and your city are set in **Settings › Regional › Your company** (section 13.2). Until they are filled in, the company and city buttons are not shown and new shipments start empty.

4.3.1 Fields of the shipment

Field	Required	Description
Direction	Yes	**Incoming (Import)** or **Outgoing (Export)**.
Carrier	Yes	The carrier, from the list kept by the administrator (section 13.4).
AWB	Yes	The air waybill or courier number. For an outgoing Geniki shipment it may stay empty: the number is then given by the Geniki voucher (chapter 5).
Status		The status (section 4.2).
Reference		Your reference, for example an invoice or order number. A `GIN` number in it is reused in the file names of Geniki vouchers.
Origin / **Destination**		City or airport, written in capitals. The button with your city (**Petrich** in the pictures) fills it in.
Service Type		The carrier's service, for example *Int. Priority*.
Shipper / **Consignee**		The sending and the receiving company (section 4.4).
Total Pieces / **Total Weight**		Number of pieces and weight in kg (decimal comma or point).
Incoterms (2025)		The delivery term. Its description is shown under the list.
ETD / **ETA**		Estimated date of departure and of arrival.
Assign to User		The colleague responsible for the shipment.
Notes		Free text.

If the AWB is missing, JetLogix shows **Please fill in required fields (AWB)**.

4.4 Shipper and consignee

The **Shipper** and **Consignee** fields search the customer book of **Contacts** (chapter 7) while you type.

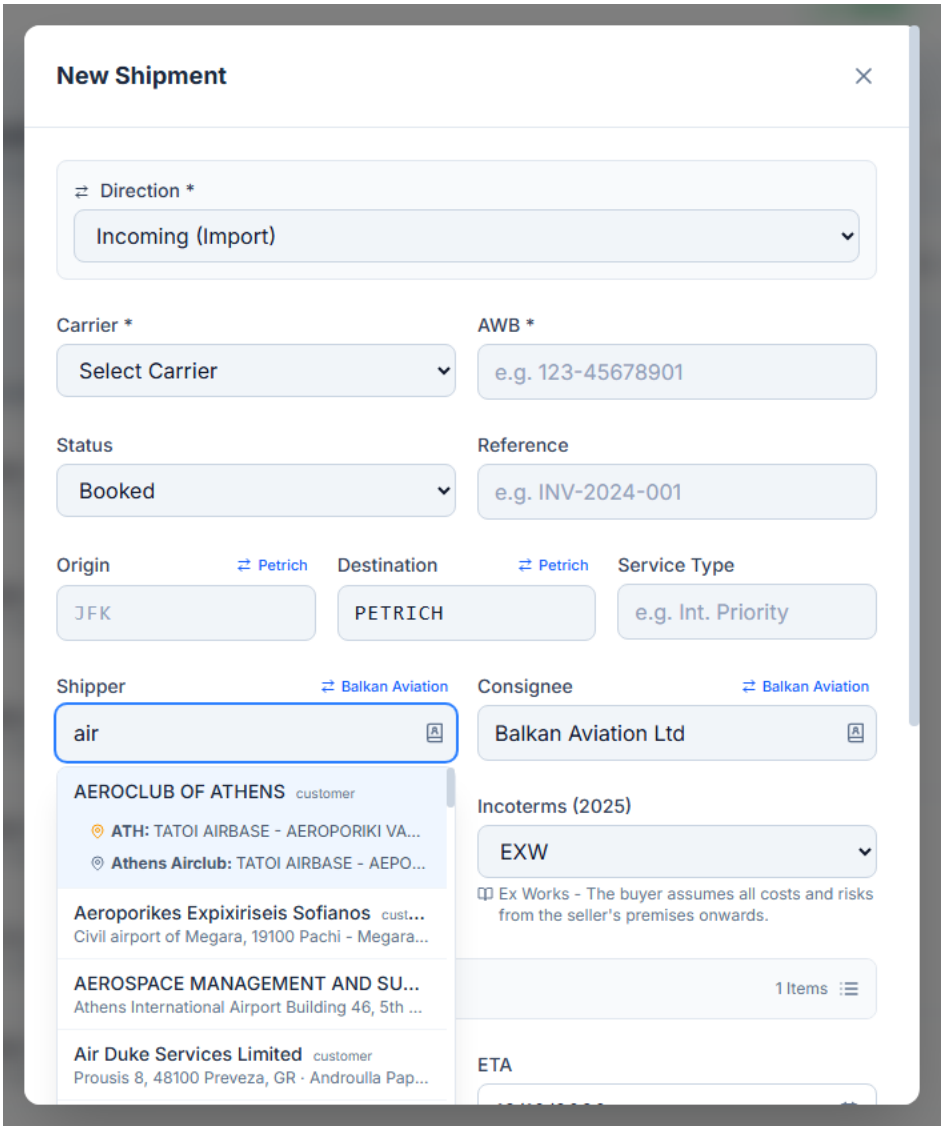


Figure 4.4 – *Choosing the consignee from the customer book*

1. Start typing a company name, a city, a person or a telephone number.
2. Choose the contact from the list. Contacts that match the direction of the shipment are shown first: customers for outgoing shipments, suppliers for incoming ones.
3. If the contact has several delivery addresses, choose the address from the list that appears.

The name is filled in as *Company - Person*, and an empty origin or destination takes the city of the address.

- Press the book icon to browse the whole customer book.
- Press **X** (*Unlink from the customer book*) to remove the link to the contact but keep the text.
- You may also type any name freely. When the company is not found, JetLogix keeps what you typed and reminds you that you can add it to the customer book by marking the contact as Customer or Supplier in **Contacts**.

The button with your company name next to each party (**Balkan Aviation** in the pictures) fills in your company on that side and moves the other party to the opposite side.

4.5 Pieces and piece IDs

When a shipment has more than one piece, the section **Child Tracking Numbers / Piece IDs** opens. Enter the tracking number of every box, for example for FedEx multi-piece shipments or for shipments that arrive in several parts.

4.5.1 Partial deliveries

When only some of the pieces arrive, set the status to **Partially Delivered**. The section **Partial Delivery Tracking** appears:

1. Tick the pieces that have arrived. JetLogix shows **Delivered: x / y**.
2. **Delivered Pieces (Auto)** and **Delivered Weight (Approx)** are calculated from the ticked pieces.
3. Press **Save Shipment**.

The list then shows **Partially Delivered (x/y)**; point at it to see which pieces have arrived.

4.6 Tracking

Saved shipments show the **Tracking** panel with the information received from the carrier.

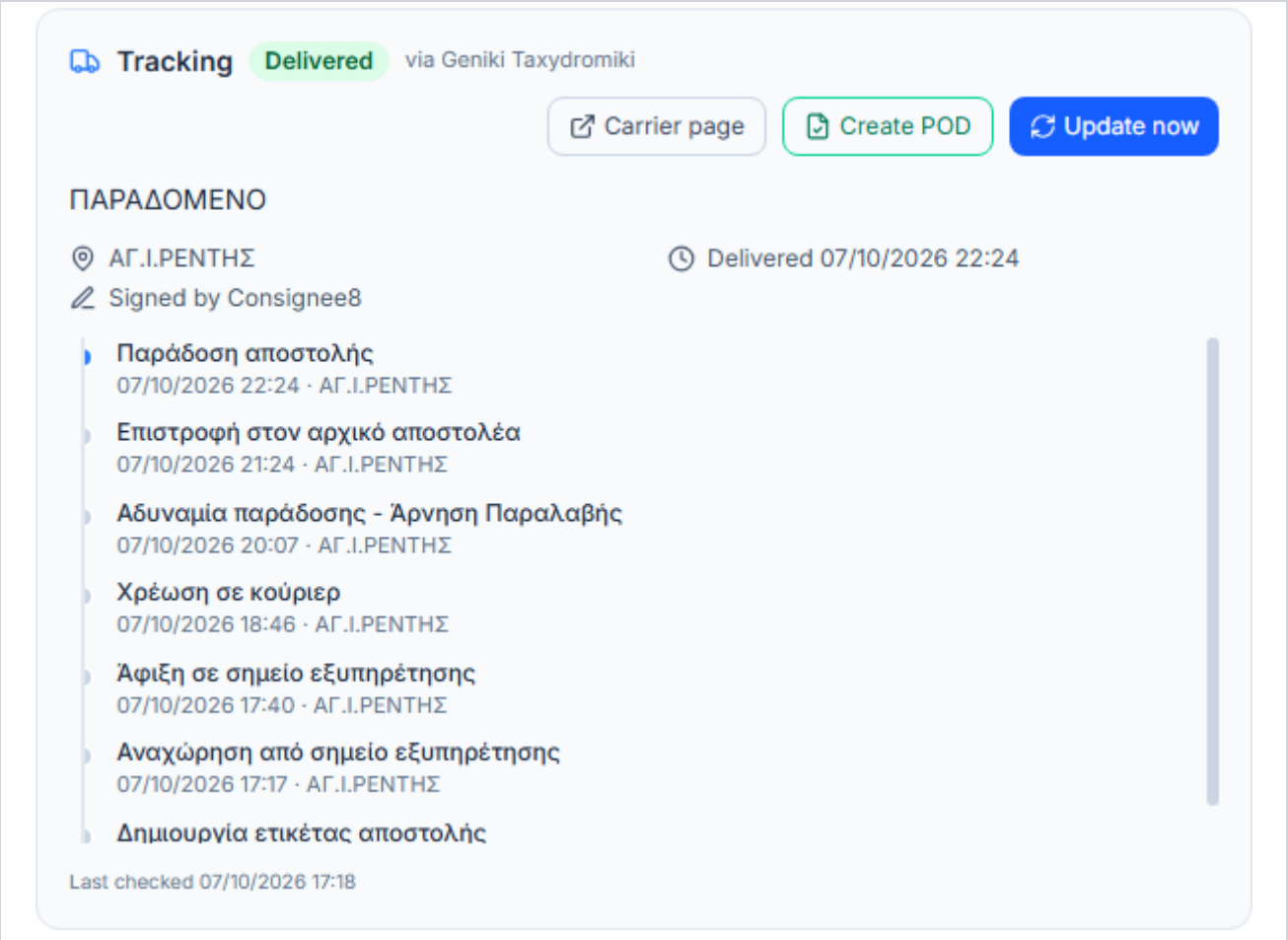


Figure 4.5 – *The Tracking panel with the carrier's events*

The panel shows the current tracking status, the location, the expected or actual delivery date, the name of the person who signed for the goods, the full list of events and the time of the last check.

Button	What it does
Update now	Asks the carrier for the latest status of this shipment.
Carrier page	Opens the carrier's own tracking page.
Create POD	Appears when the carrier reports the shipment as delivered: creates a proof of delivery PDF (section 4.7).

4.6.1 Updating the tracking of all shipments

In the shipment list, press **Update tracking** to ask the carriers about all open shipments at once (up to 25 per press; shipments checked in the last 10 minutes are skipped). A summary shows how many shipments were checked and how many changed status. If more are waiting, press the button again.

4.6.2 Carriers that cannot be tracked automatically

Tracking works directly with **DHL**, **FedEx / TNT**, **UPS**, **Geniki Taxydromiki**, **Econt** and **Speedy**. All other carriers are tracked through **17TRACK**, within its free monthly quota. When a shipment cannot be tracked, the panel shows **Manual tracking** with the reason: track it on the carrier's page with **Carrier page**.

> **Administrators:** The tracking keys of the carriers and the 17TRACK account are entered in **Settings › Carriers**, in each carrier (section 13.4).

4.7 Documents and POD

Every saved shipment has a **Documents** panel with its waybill, POD, label, certificates, customs papers and any other file.

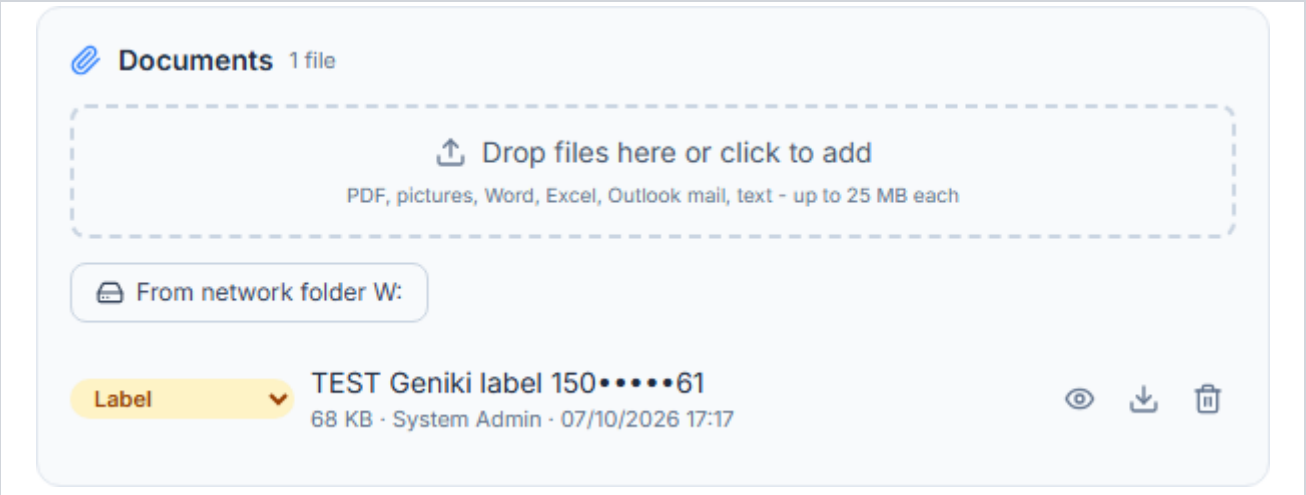


Figure 4.6 – *The Documents panel of a shipment*

4.7.1 Adding files

- Drag files onto **Drop files here or click to add**, or click the area to choose them.
- Accepted: PDF, pictures, Word, Excel, Outlook mail (`.msg`, `.eml`), text and CSV, up to **25 MB** each.

- JetLogix recognises the kind of document from the file name (**Waybill (AWB)**, **POD**, **Label**, **Certificate**, **Customs**, **Other**). Correct it in the list next to the file if needed.
- For shipments with several pieces, choose the **package** a document belongs to, or **All packages**.

Every file shows who added it and when. Use the buttons to view it in the application, download it or delete it.

4.7.2 Files on the network folder W:

JetLogix looks on the office network folder `W:\` for files whose name contains the AWB number:

- **Found on W: for <AWB>:** lists the files found, PODs first. Press **Link** to attach one file, or **Link all (N)** to attach them all.
- **POD found on W:**: when a POD is expected but not yet attached and one is found on `W:`, a green box offers **Link POD**.
- Press **From network folder W:** to browse the network folder yourself (section 6.3).

Files on `W:` are linked, not copied: they stay on the network folder. Removing such a file from the shipment does not delete it from `W:`.

4.7.3 Creating the POD from tracking

When the carrier reports the shipment as delivered but you have no signed POD, press **Create POD** in the **Tracking** panel. JetLogix creates a **PROOF OF DELIVERY** PDF with the carrier's logo, the shipment details, every tracking event and the name of the person who received the goods, with date and time. The PDF is attached as a POD (and, for Geniki, copied to the network folder).

> **Note:** The POD from tracking is written in the language of the application (English, Greek or Bulgarian).

4.8 Closing a delivered shipment

When a shipment is **Delivered**, the form shows an amber box with what is left to do:

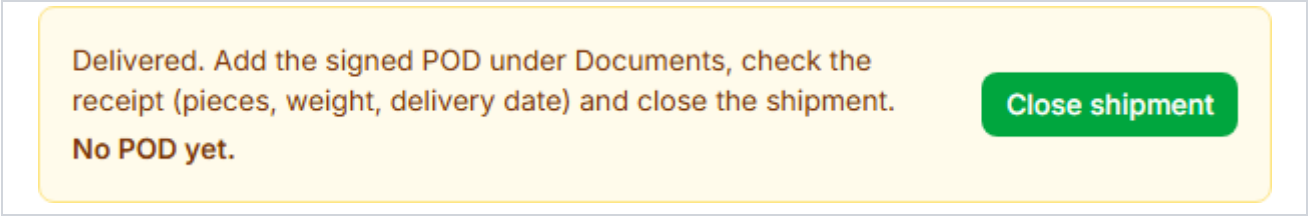


Figure 4.7 – *A delivered shipment ready to be closed*

1. Add the signed POD under **Documents** (or **Link POD**, or **Create POD**). If it is still missing the box says **No POD yet.**
2. Check the received pieces, the weight and the delivery date.
3. Press **Close shipment**. The status becomes **Closed** and the real delivery date is filled in from the carrier's tracking, or with today.

When you set the status **Closed** by hand, the **Real Delivery Date** is required and cannot be in the future.

> **Tip:** Delivered shipments can also be closed directly from the Dashboard, with the **Close** button of the **Recent Shipments** table.

4.9 Comments and mentions

Saved shipments have a **Comments** panel, where colleagues can discuss the shipment.

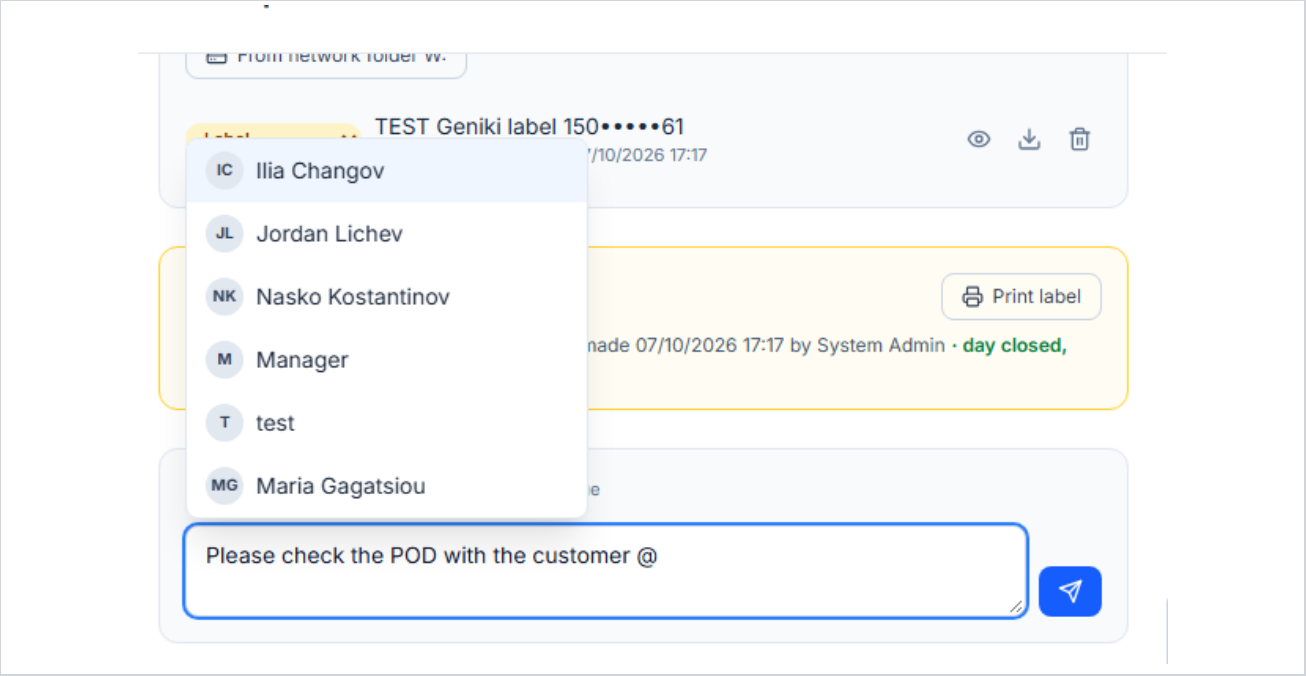


Figure 4.8 – *Comments with an @mention*

1. Type your comment in **Write a comment...**.
2. To notify a colleague, type `@` and choose the name from the list (arrow keys, then `Enter` or `Tab`).
3. Press the send button or `Ctrl+Enter`.

The colleagues you mention and the colleague the shipment is assigned to receive a notification (section 2.4). Comments that mention you are highlighted. You can edit or delete your own comments; edited comments are marked *edited*.

4.10 Exporting the list

Press **Export** in the shipment list:

- **Export to CSV** saves the shipments shown (AWB, carrier, status, shipper, consignee, origin, destination, pieces, weight, ETD, ETA) as a file that opens in Excel.
- **Export to PDF** creates a printable **Shipment Report** in landscape format.

The export contains the shipments that match the current search and filters.

5 Geniki Taxydromiki vouchers

For outgoing shipments sent with **Geniki Taxydromiki**, JetLogix creates the courier voucher directly with Geniki, prints the label, saves a copy on the network folder and closes the courier day. You do not need to open Geniki's own program.

5.1 The daily routine

1. Create an outgoing shipment with the carrier Geniki Taxydromiki (leave the AWB empty).
2. Press **Save & create voucher** and fill in the recipient and the parcel.
3. Print the label and stick it on the parcel.
4. At the end of the day, when all parcels are ready, press **Close Geniki day** in the shipment list.

5.2 Creating a voucher

1. In **Shipments (AWB)**, press **New Shipment**.
2. Choose **Outgoing (Export)** and the carrier **Geniki Taxydromiki**.
3. Leave the **AWB** empty (*empty = made by the Geniki voucher*).
4. Choose the **Consignee** from the customer book and fill in the other details.
5. Press **Save & create voucher**. The **Create Geniki voucher** window opens.

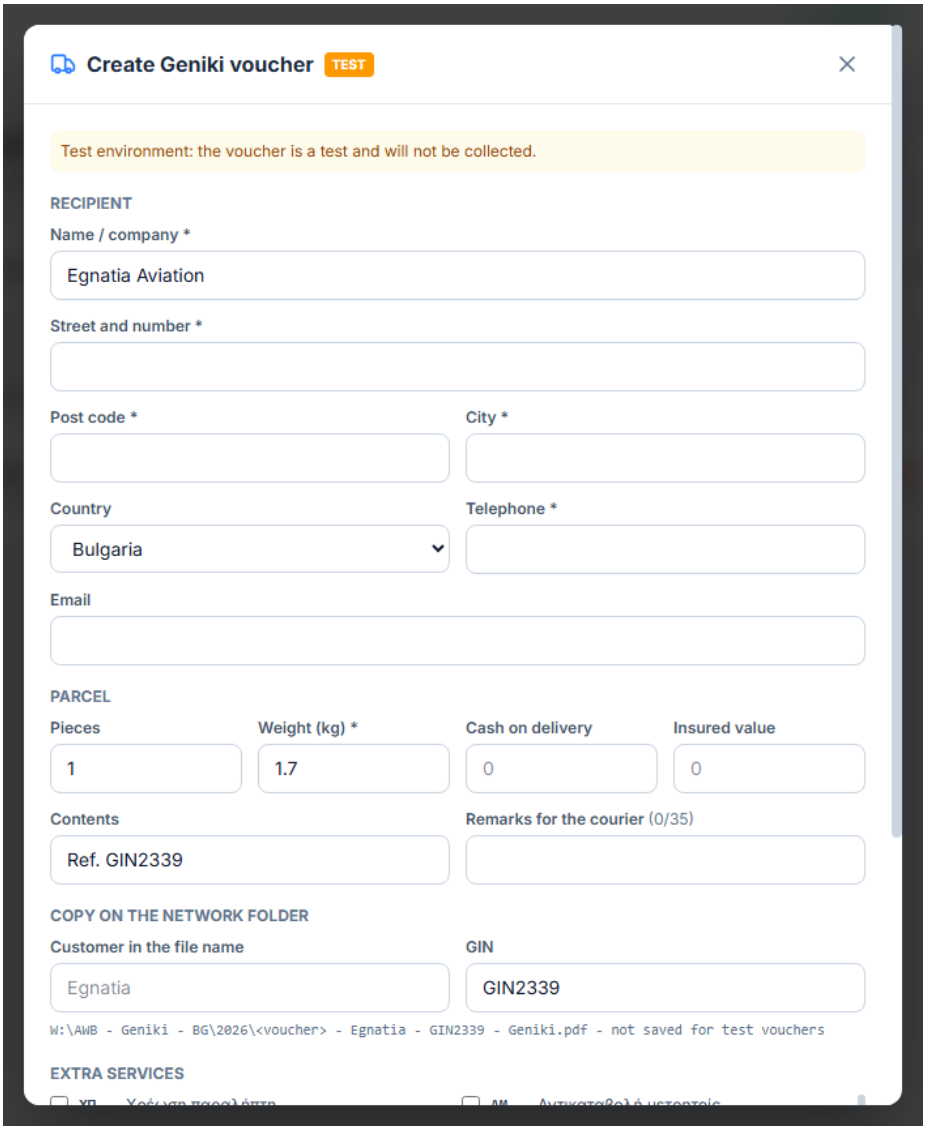


Figure 5.1 – *The Create Geniki voucher window*

5.2.1 Recipient

If the consignee comes from the customer book, choose one of its addresses in **Address from the customer book**: the fields are filled in automatically. Otherwise fill them in by hand.

Field	Required
Name / company	Yes
Street and number	Yes
Post code	Yes
City	Yes
Country (Bulgaria, Greece, Cyprus)	Yes
Telephone	Yes
Email	

5.2.2 Parcel

Field	Description
Pieces	Number of parcels (1 to 99). Each parcel gets its own voucher number.
Weight (kg)	Required.
Cash on delivery	Amount to collect from the recipient. Entering an amount ticks the service **AM** automatically.
Insured value	Value to insure. Entering an amount ticks the service **ΑΣ** automatically.
Contents	Description of the goods, by default *Aircraft parts*.
Remarks for the courier	Short message for the courier, up to 40 characters.

5.2.3 Extra services

Tick the extra services you need. They are shown with Geniki's own codes and names (for example delivery on Saturday, cash on delivery, insurance, time-definite delivery).

5.2.4 Copy on the network folder

JetLogix saves the voucher on the network folder, for example `W:\AWB - Geniki - BG\2026\<voucher> - <customer> - GIN2339 - Geniki.pdf`. Check the **Customer in the file name** (the short name from the customer book) and the **GIN** number. The window shows the resulting file name.

5.2.5 Confirming

Press **Create voucher** and confirm. The voucher number becomes the AWB of the shipment and the label is added to its documents.

> **Important:** A voucher created in the production environment is a real Geniki shipment: Geniki will collect and deliver it. Check the recipient and the address before confirming.

> **Note:** When there are several parcels, the voucher number of every parcel is entered in the piece IDs of the shipment and the first one becomes the AWB.

5.3 The Geniki panel of a shipment

After the voucher is created, the shipment form shows the **Geniki voucher** panel.

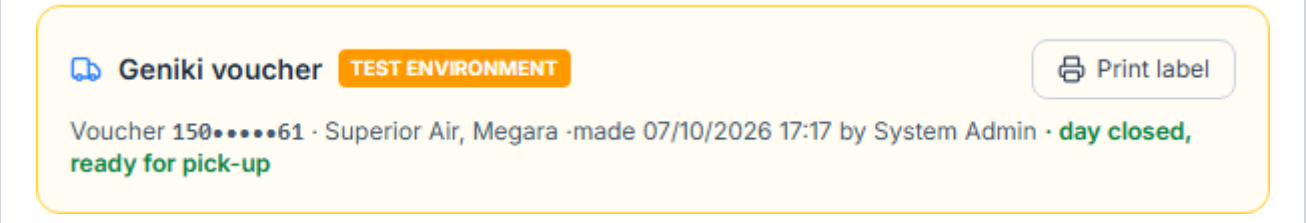


Figure 5.2 – *The Geniki voucher panel after the voucher is created*

It shows the voucher number, the pieces, the recipient, the services, who created it and when, and the state of the voucher:

State	Meaning
open	The voucher is created. It can still be cancelled. Close the day when the parcels are ready.
day closed, ready for pick-up	The day is closed: Geniki will collect the parcel.
cancelled	The voucher was cancelled.

Button	What it does
Print label	Opens the label for printing (A4 sheet or sticker, as set by the administrator).
Cancel voucher	Cancels the voucher with Geniki. Possible only until the day is closed.
Copy to W:	Appears only if the copy on the network folder failed. Tries the copy again.

> **Tip:** A voucher that was made in Geniki's own program can also be used: type its number as the AWB of the shipment.

5.4 Closing the Geniki day

When there are open vouchers, the shipment list shows the button **Close Geniki day (N)**, where N is the number of open vouchers.

1. Make sure all parcels of the day are labelled and ready for collection.
2. Press **Close Geniki day (N)** and confirm.

The open vouchers are handed over to Geniki for pick-up.

> **Important:** After the day is closed, the vouchers can no longer be cancelled in JetLogix. To cancel one, call Geniki.

5.5 Files on the network folder

- Every voucher is saved on the network folder (by default `W:\AWB - Geniki - BG\<year>`).
- With several parcels, the file names contain `-1-`, `-2-` and so on.
- A cancelled voucher is renamed to `... - CANCELLED - Geniki.pdf`.
- A POD attached to a Geniki shipment is copied as `<AWB> - <customer> - POD - Geniki.pdf`.
- Existing files are never overwritten.

> **Administrators:** The Geniki account, the environment (production or test), the label format and the network folder are set in **Settings › Carriers** (the Geniki carrier) (section 13.4).

6 Documents

The **Documents** screen lists all the documents of all shipments in one place: waybills, PODs, labels, certificates and customs papers. Documents can be added here or in the shipment form (section 4.7); both show the same files.

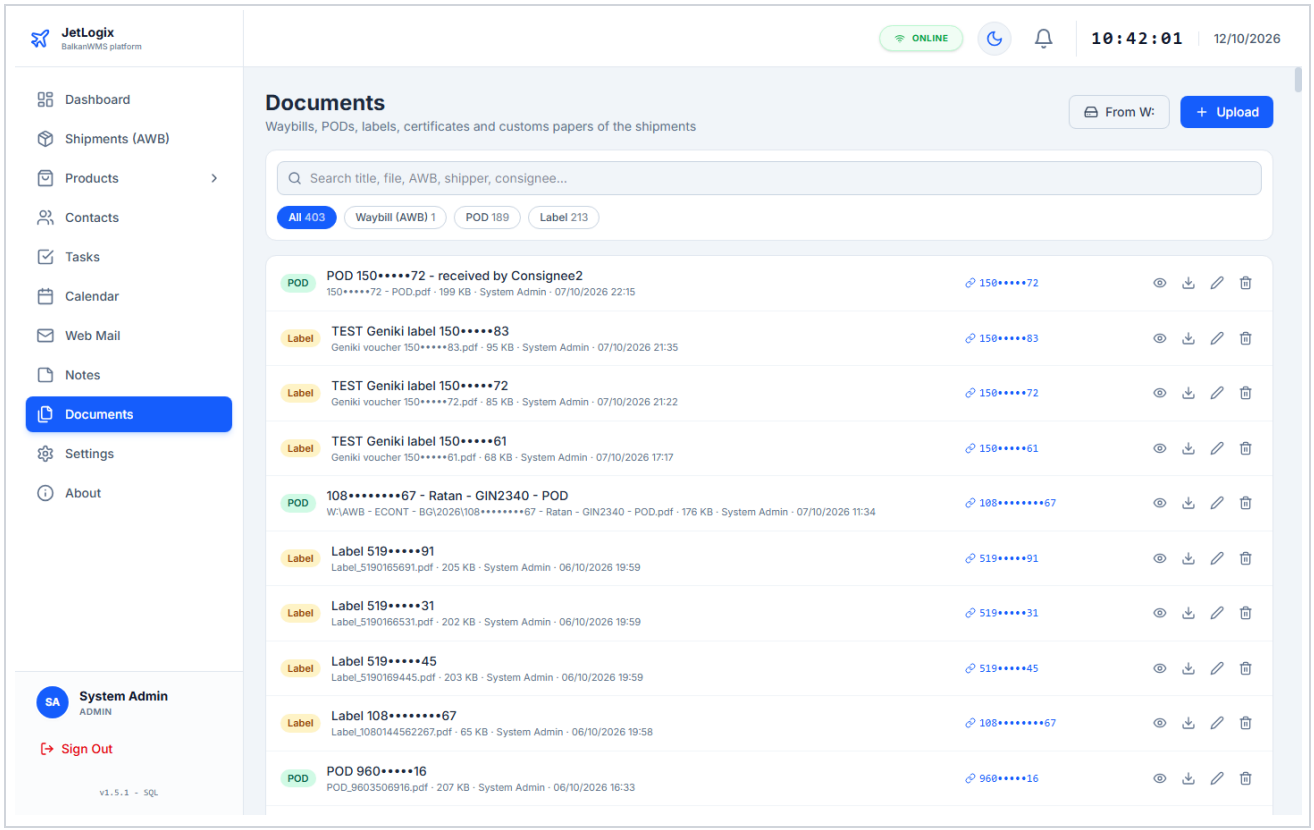


Figure 6.1 – *The Documents screen*

6.1 Finding a document

- Type in **Search title, file, AWB, shipper, consignee...** to search by title, file name, AWB number, shipper, consignee or reference.
- Click a kind to see only that kind: **All**, **Waybill (AWB)**, **POD**, **Label**, **Certificate**, **Customs**, **Other**. The number next to each kind shows how many documents there are.

Every row shows the kind, the title, the file (or its path on the network folder), the size, who added it and when, and the shipment it belongs to. Click the AWB to open the shipment.

Button	What it does
View	Shows the document inside JetLogix (section 6.4).
Download / Open link	Saves the file on your computer, or opens a linked web address.
Edit	Changes the title, the kind or the shipment.
Delete	Removes the document.

6.2 Uploading documents

1. Press **Upload**.
2. Drag the files onto **Drop files here or click to choose**, or click the area to choose them.
3. Optionally type a **Title**, for example *POD 1Z999AA10123456784*.
4. Choose the **Kind**, or leave **From the file name** to let JetLogix recognise it.
5. Type the **Shipment (AWB)** the document belongs to. JetLogix confirms the shipment (carrier, shipper → consignee) or warns **No shipment with this AWB**.
6. Press **Upload**.

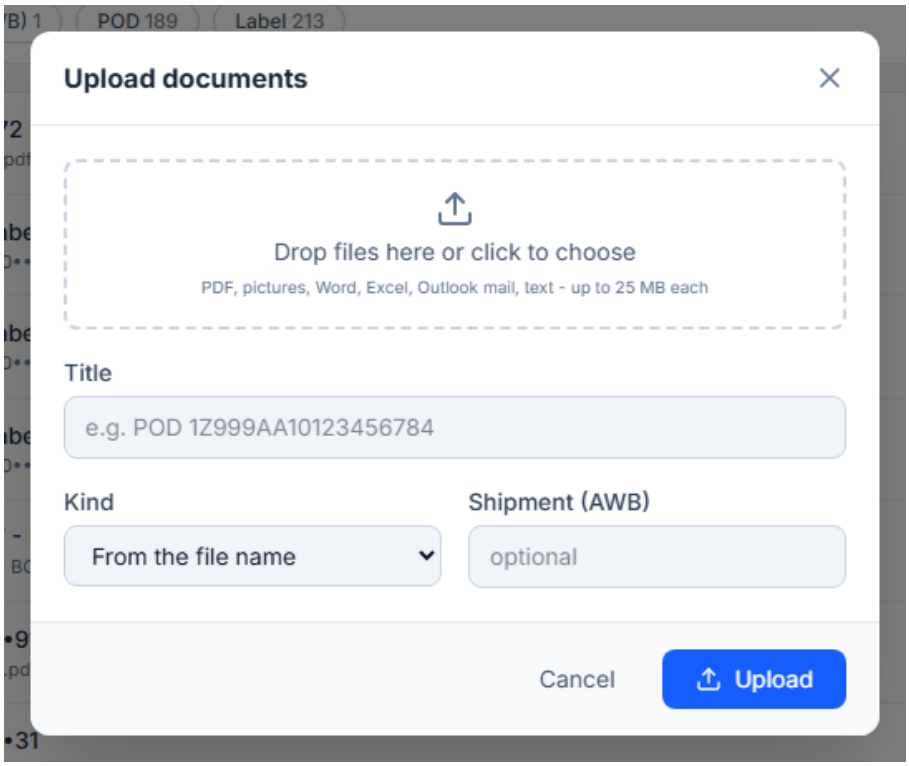


Figure 6.2 – *The Upload documents window*

> **Note:** Files can be up to 25 MB each. Larger files are refused with the message *larger than 25 MB*.

6.3 The network folder W:

The office network folder `W:\` contains the PDF copies of waybills, vouchers and PODs. JetLogix can read it and link its files to shipments, without copying them.

Press **From W:** (on the Documents screen) or **From network folder W:** (in a shipment):



Figure 6.3 – *The network folder window*

1. Type an AWB number, a company or a GIN number in **Search by AWB number, company, GIN...** and press **Search** to search the whole folder, or **In this folder** to search only the folder you are in.
2. Or browse the folders: click a folder to open it and use the path at the top to go back.
3. Tick the files you want. Files that are already linked are marked.
4. Press **Link (N)** (in a shipment) or **Add** (on the Documents screen).

> **Note:** The network folder is read-only for JetLogix: files are linked, not copied, moved or deleted. Removing a linked file from a shipment leaves it on `W:`.

> **Tip:** Files added from the Documents screen are not linked to any shipment. Use **Edit** to set the AWB.

6.4 Viewing a document

Press the view button of a document to open it inside JetLogix. PDFs, pictures and text files are shown directly; other files (Word, Excel, Outlook mail) must be downloaded and opened on your computer.

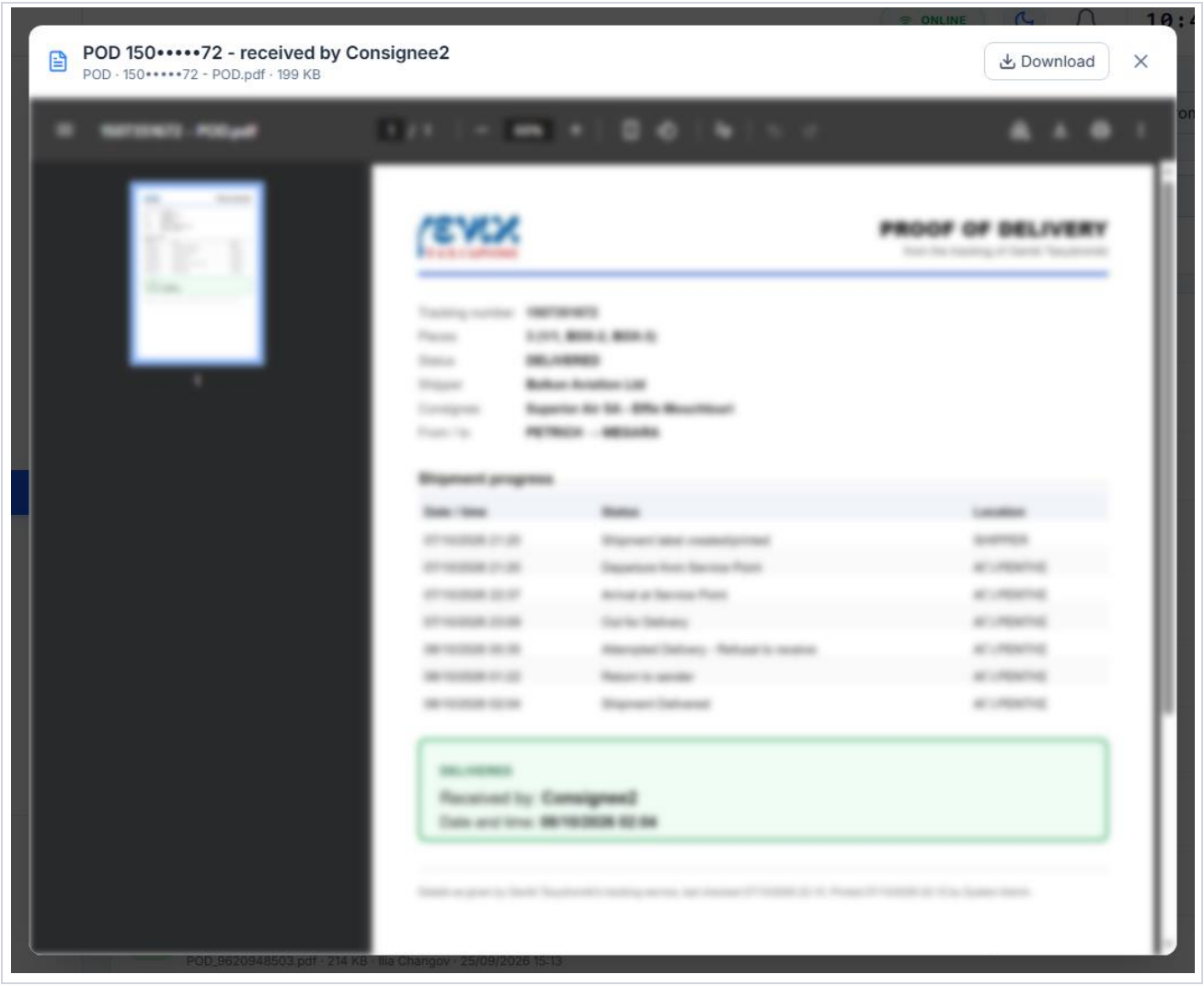


Figure 6.4 – *Viewing a POD from the network folder*

For files on the network folder, the window shows the Windows path with a copy button. Copy the path and paste it into Windows Explorer to open the file from the network folder. Press `Esc` to close the window.

7 Contacts and customer book

The **Contact Directory** holds the shippers, consignees and partners of the company. Contacts marked as customers or suppliers form the **customer book**, which fills in the shipper and consignee of shipments and the recipient of Geniki vouchers.

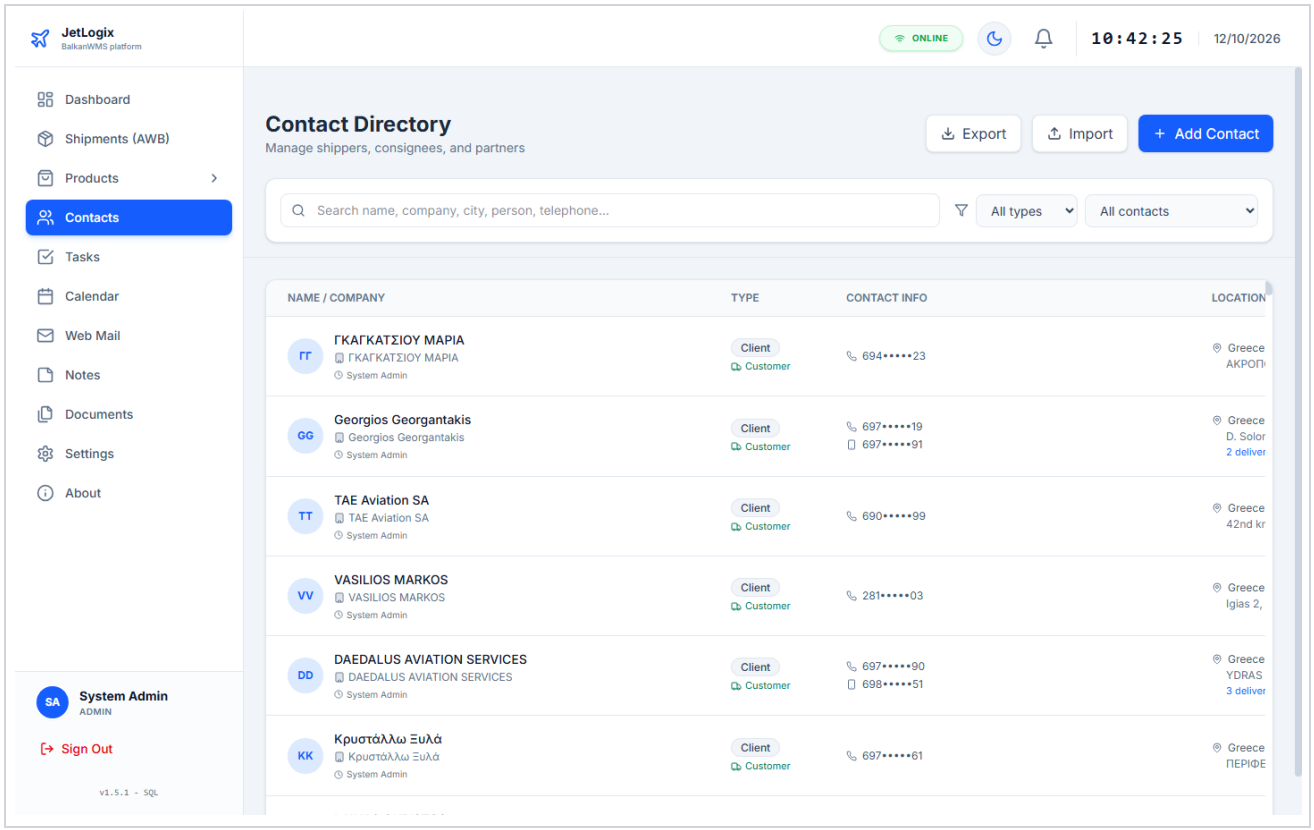


Figure 7.1 – *The Contact Directory*

7.1 Finding a contact

- Type in **Search name, company, city, person, telephone...**. Every word you type must match; accents and upper or lower case are ignored. The delivery addresses are searched too.
- **All types** shows only one contact type (for example Customer, Supplier, Agent).
- **All contacts** filters by the use in shipments: **Used in shipments**, **Customers**, **Suppliers** or **Not used in shipments**.

Column	Content
Name / Company	Photo or initials, name, position and company, and who changed the contact last.
Type	The contact type and, with a truck icon, the role in shipments.
Contact Info	E-mail (click to write a message), telephone and mobile.
Location	Country, address and the number of delivery addresses.
Actions	**View Business Card**, **Edit Contact**, **Delete Contact**.

7.2 Adding or editing a contact

1. Press **Add Contact**, or the edit button of an existing contact.
2. Fill in **Contact Name** and **Company Name** (both required), and the other details: **Job Position**, **Contact Type**, **Website**, **Email**, **Work Phone**, **Mobile Phone**, **Country**, **Full Address**, **Notes**.
3. Set the role in shipments and the delivery addresses (see below).
4. Press **Save Contact**.

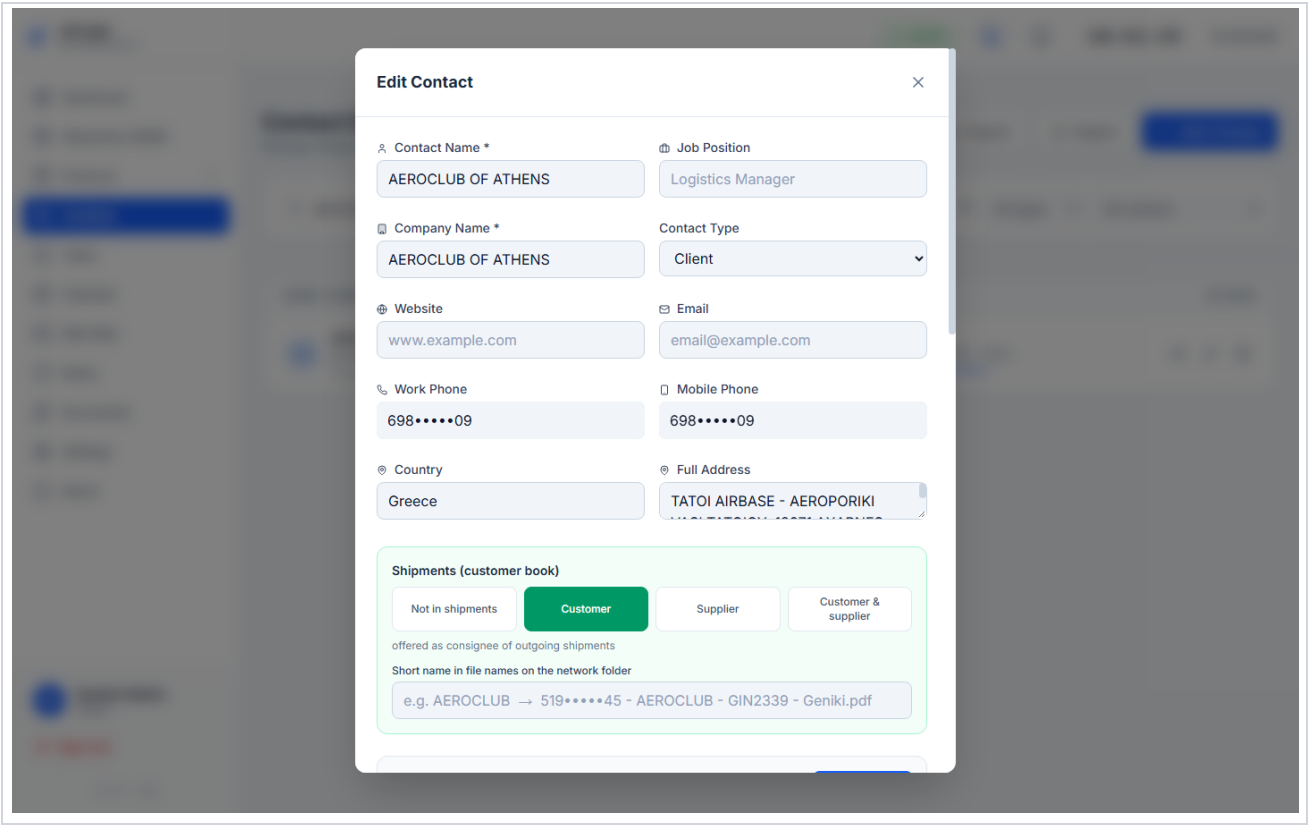


Figure 7.2 – *The contact form*

7.2.1 Scanning a business card

For a new contact, the **AI Smart Scan** section reads a business card for you:

1. Press **Scan Card** and choose a photo or a PDF of the card.
2. Wait while JetLogix shows *Extracting…*.
3. Check the details that were filled in and correct them if needed.

> **Administrators:** Scanning uses the Google Gemini service and works only when a Gemini API key is set in **Settings › AI Integration** (section 13.10).

7.2.2 Role in shipments (customer book)

In the section **Shipments (customer book)** choose how the contact is offered in the shipment form:

Role	Offered as
Not in shipments	Not offered.
Customer	Consignee of outgoing shipments.
Supplier	Shipper of incoming shipments.
Customer & supplier	Both.

Short name in file names on the network folder is the short name used in the file names of Geniki vouchers and PODs, for example *Egnatia* (up to 40 characters).

7.2.3 Delivery addresses

A contact can have several delivery addresses, for example a head office and a warehouse. Shipments and Geniki vouchers take the address from here.

1. Press **Add address**.
2. Fill in the **Address name** (for example *Athens office*), **Street and number**, **Post code**, **City**, country, **Attention (person)**, **Telephone** and **Remarks** (for example opening hours).
3. Click the star to make the address the default one.

Press the bin of an address to remove it.

7.2.4 Photo and business card

Add a **Profile Photo / Logo** and both sides of the **Business Card**, either as a file (picture or PDF, up to 2 MB) or as a link. Press **View Business Card** in the list to see the card.

7.3 Importing customers from Excel

Customers can be imported from an Excel (`.xlsx`) or CSV file, for example the client list exported from Geniki's program.

1. Press **Import** in the Contact Directory.
2. Press **Choose file (.xlsx or .csv)** and choose the file.

> **Note:** An old Excel file (`.xls`) must first be opened in Excel and saved as `.xlsx`.

3. Under **Columns of the file**, check which column holds which information (name / company, street, city, post code, telephone, e-mail, country, short name, remarks). JetLogix guesses them from the column titles; choose **(not imported)** for columns you do not need.
4. Check the summary and the tabs:

Tab	Content
New	Customers that are not yet in Contacts.
Already in Contacts	Existing contacts; only their new addresses are added.

Tab	Content
Possible duplicates	Pairs that look like the same company (same name in Greek and Latin letters, similar names, same telephone). Tick the pairs to merge.
Check	Rows with post code problems (missing, or the wrong number of digits for the country).

5. Choose the **Contact type for new contacts**.
6. Press **Import N customers** and confirm.

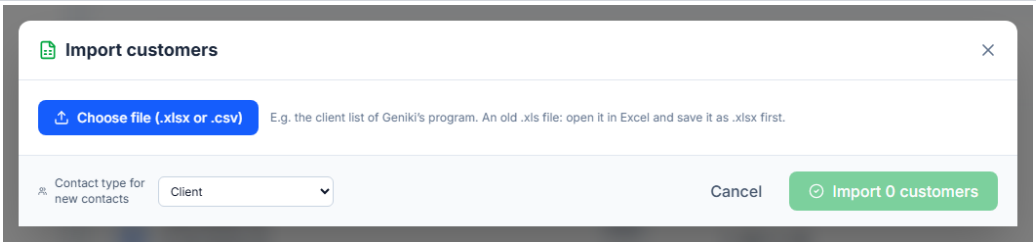


Figure 7.3 – *The Import customers window*

> **Tip:** Names written as *Company - Person* are split: the company becomes the contact and the person becomes the attention of the address.

7.4 Exporting the contacts

Press **Export** and choose **Export to Excel (CSV)** or **Export to PDF** (*Contact Directory Report*). The export contains the contacts shown in the list.

8 Tasks

The **Task Board** organises the work of the team. Tasks move through three columns: **To Do**, **In Progress** and **Completed**.

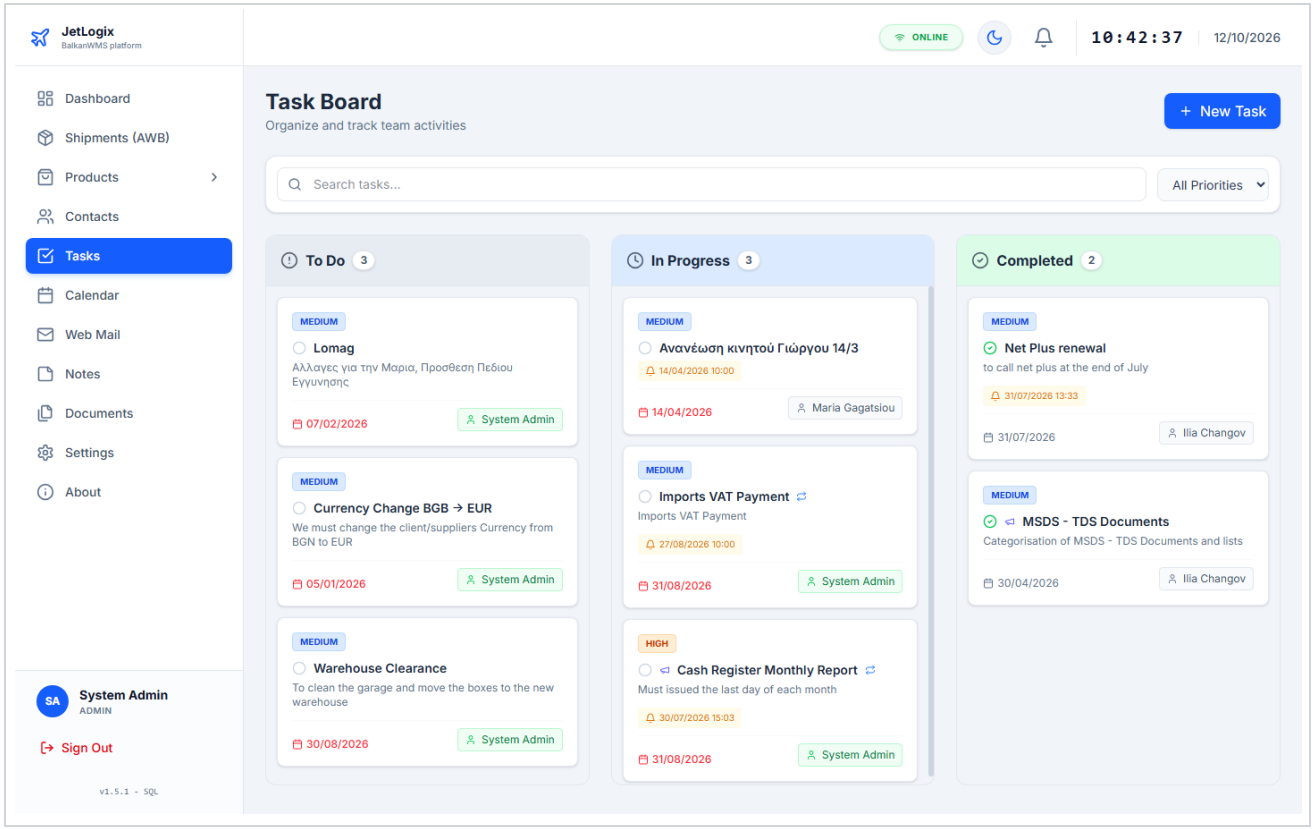


Figure 8.1 – *The Task Board*

8.1 Which tasks you see

You are	You see
A standard user or manager	Tasks assigned to you, tasks that are not assigned to anybody, and public tasks.
An administrator	All tasks.

Use **Search tasks...** and **All Priorities** at the top to find a task.

8.2 The task card

Every card shows:

- the priority (**Low**, **Medium**, **High**, **Urgent**);
- the title and the description;
- the due date (in red when overdue), the reminder, who created the task and who it is assigned to (your own tasks are shown in green, **Unassigned** when nobody is responsible);

- a megaphone for public tasks and circular arrows for repeating tasks;
- **Open note** for tasks created from a note (chapter 11).

Point at a card to show the edit and delete buttons. Press the circle at the left of the title to mark the task as completed.

8.3 Creating a task

1. Press **New Task**.
2. Leave the type on **To-Do Task**.
3. Fill in the **Task Title** and, if needed, **Details / Notes**.
4. Choose the **Priority** and the **Status**.
5. Choose the colleague in **Assign To**, or leave **Unassigned**.
6. Set the **Due Date** and, optionally, the **Time**.
7. Optionally set a reminder in **Set Reminder** (date and time) and a repetition in **Repeat**.
8. Tick **Public Announcement** to show the task to everybody.
9. Press **Create Task**.

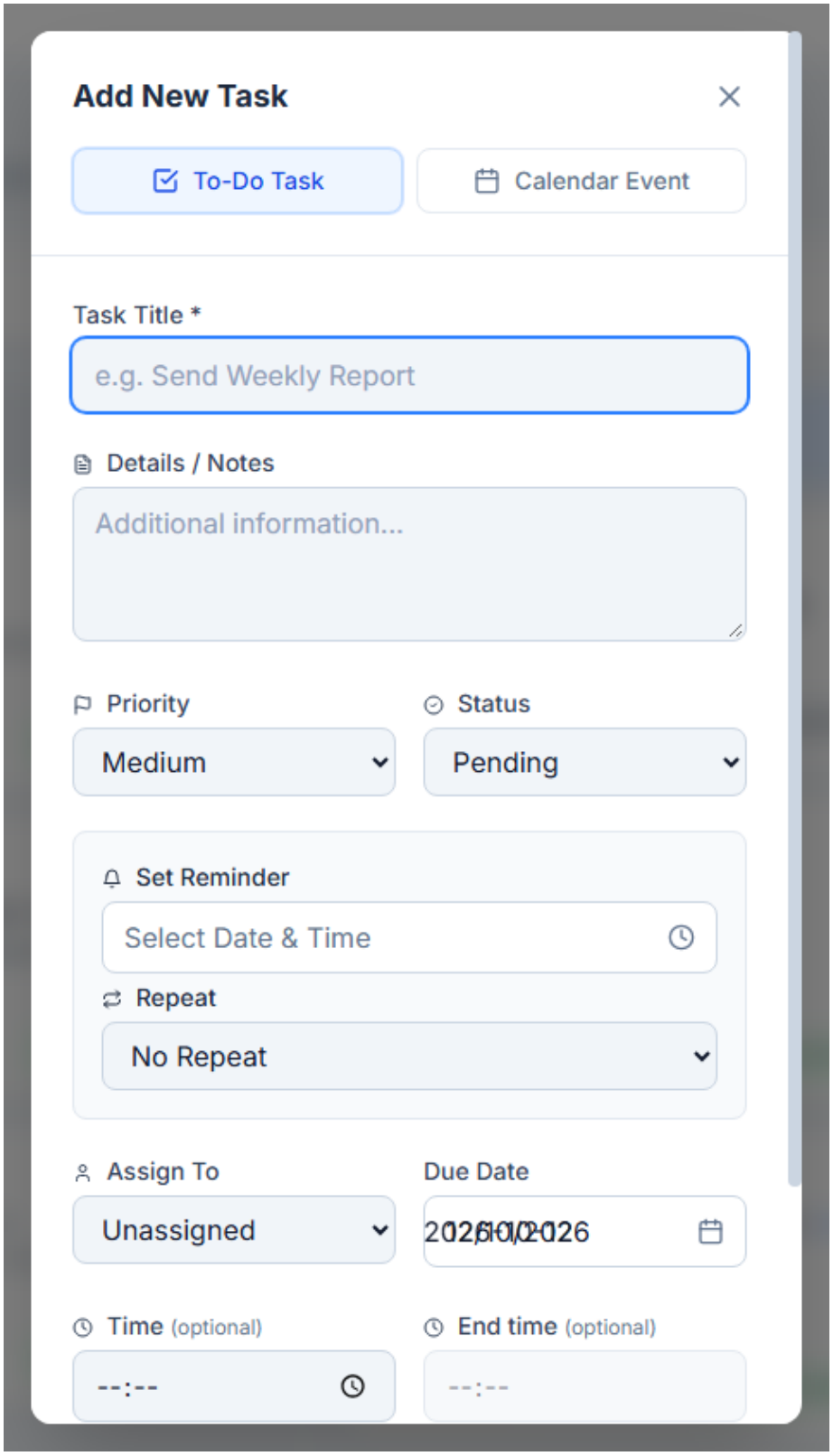


Figure 8.2 – *The task form*

> **Note:** Saved tasks also have a **Comments** panel: comment and mention colleagues with `@` as described in section 4.9.

8.4 Repeating tasks

Set **Repeat** to **Daily**, **Weekly** or **Monthly** for work that comes back regularly, for example a weekly report.

- When you complete a repeating task (with the circle, **Done** in the reminder or **Done, next date** in the form), JetLogix records the completion and moves the task to its next date, back in **To Do**. The reminder moves with it.
- The form shows **Last completed: <date> by <name>**.
- A monthly task keeps its day of the month; a task on the last day of a month stays on the last day.

8.5 Events

Events are appointments that appear in the **Calendar** (chapter 9) but not on the Task Board.

1. Press **New Task** (or **+ Event** in the Calendar).
2. Choose **Calendar Event**.
3. Fill in the **Event Title**, the **Event Date** and, optionally, the **Start time** and **End time**.
4. Tick **Public Event (Visible to All)** to show it to everybody.
5. Press **Create Event**.

The end time must be after the start time.

9 Calendar

My Schedule shows on one calendar your tasks and events, the expected arrivals of incoming shipments, the dispatches of outgoing shipments and the public holidays of Greece and Bulgaria.

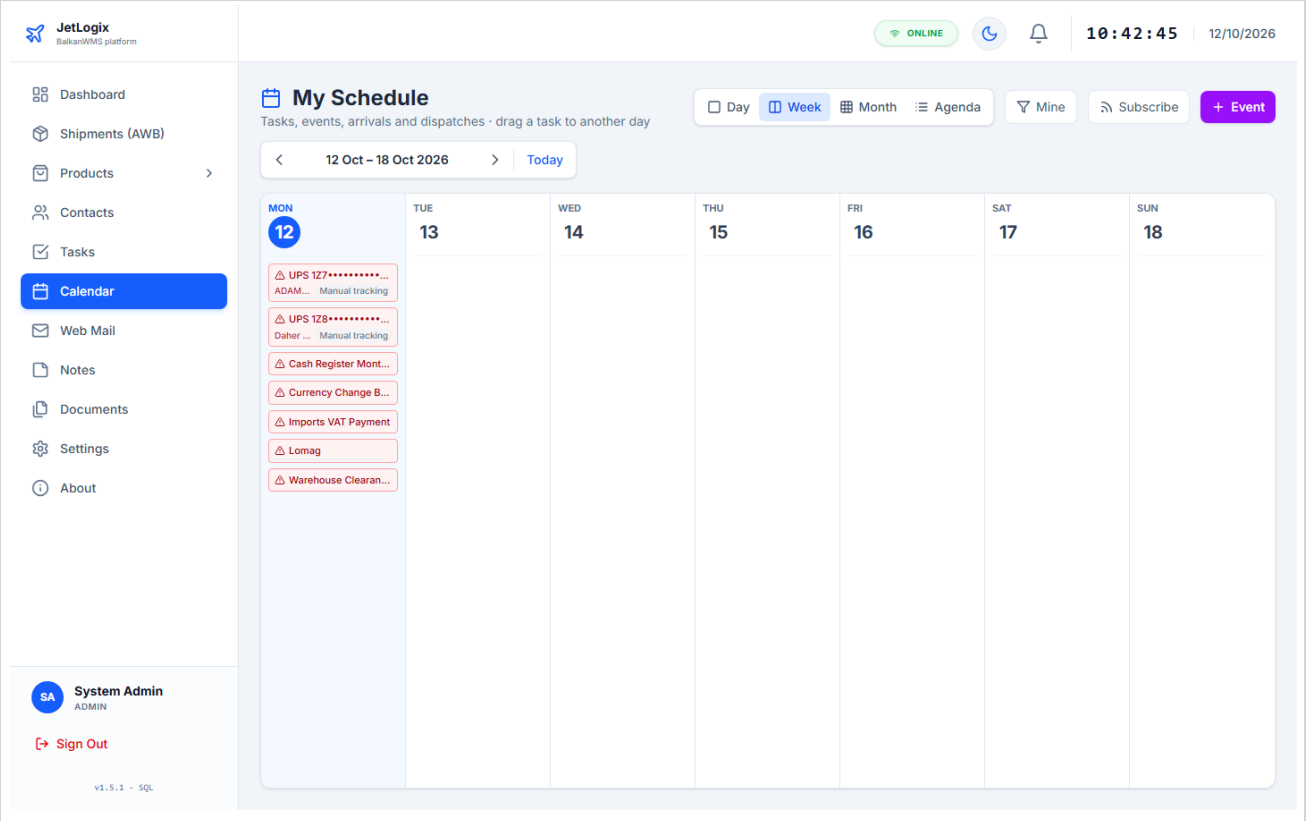


Figure 9.1 – *The Calendar in the Week view*

9.1 Views

Choose the view at the top: **Day**, **Week**, **Month** or **Agenda** (the next 30 days as a list). Use the arrows to move to the previous or next period and **Today** to come back. JetLogix remembers your choice.

9.2 What the calendar shows

Colour	Item
Blue	Your tasks. Public tasks are indigo, unassigned tasks amber.
Purple	Events.
Green	Incoming shipments, on their expected arrival date (the carrier's date when known).
Light blue	Outgoing shipments, on their departure date.
Red, on today	Overdue tasks and late arrivals.
Faded, dashed border	The next dates of repeating tasks.
Rose background	Public holidays, with the flag of the country.

Shipments show their tracking status. In the Month view at most three items are shown per day, followed by **+N more**.

9.2.1 Filter

Press the filter button (**Mine** / **Everyone**):

- **Mine (and public)** shows your own and the public items; **Everyone** shows the items of all colleagues.
- Tick what to show: **Tasks**, **Events**, **Arrivals (incoming)**, **Dispatches (outgoing)**, **Public holidays**.

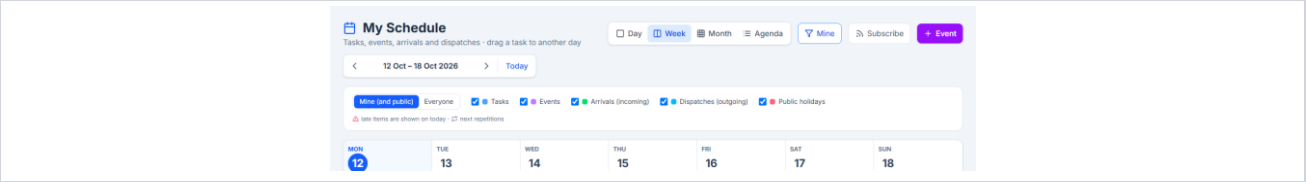


Figure 9.2 – *The calendar filter*

9.3 Working with the calendar

- **Move** a task or event: drag it to another day (or, in the Day view, to another hour). The duration is kept.
- **Add** an item: right-click a day, or point at it and press **+**, then choose **Add event** or **Add task**. In the Day view, double-click an hour.
- **Open** a shipment: click it to open the shipment form.
- **Open** a task or event: click it to see its details, then **Edit**, **Done** (or **Done, next date**) or **Delete**.

The Day view starts at 07:00 and has an **All day** strip for items without a time.

9.4 Your calendar in Outlook or on your phone

You can see your JetLogix calendar in Outlook, Thunderbird, Google Calendar or on your phone. Press **Subscribe**:

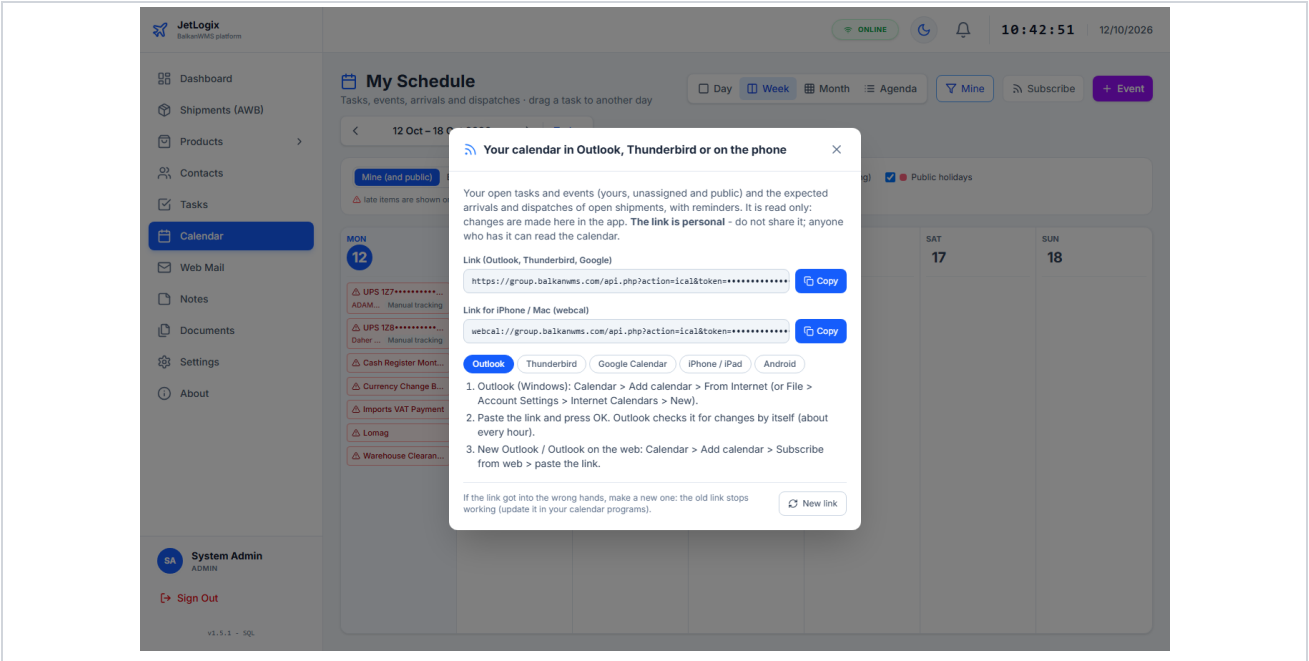


Figure 9.3 – *Subscribing to the calendar*

1. Press **Copy** next to the link you need: **Link (Outlook, Thunderbird, Google)** or **Link for iPhone / Mac (webcal)**.
2. Open the tab of your program (**Outlook**, **Thunderbird**, **Google Calendar**, **iPhone / iPad**, **Android**) and follow the steps shown.

The subscribed calendar contains your open tasks and events (with their repetitions and reminders) and the arrivals and dispatches of the open shipments. It is read-only and refreshes about every hour.

> **Important:** The link is personal: whoever has it can see your calendar. If it was shared by mistake, press **New link**: the old link stops working and you must subscribe again with the new one.

> **Note:** Google Calendar and phones outside the office can read the calendar only if JetLogix can be reached from where they are (office network, office Wi-Fi or VPN).

> **Administrators:** The countries whose public holidays are shown are set in **Settings › Regional** (section 13.2).

10 Web Mail

Web Mail shows your own company mailbox inside JetLogix: you can read, answer, forward, organise and send e-mail without leaving the application. Every user sees only their own mailbox.

10.1 Connecting your mailbox

The first time you open **Web Mail**, JetLogix asks for the details of your mailbox (**Your mailbox**).

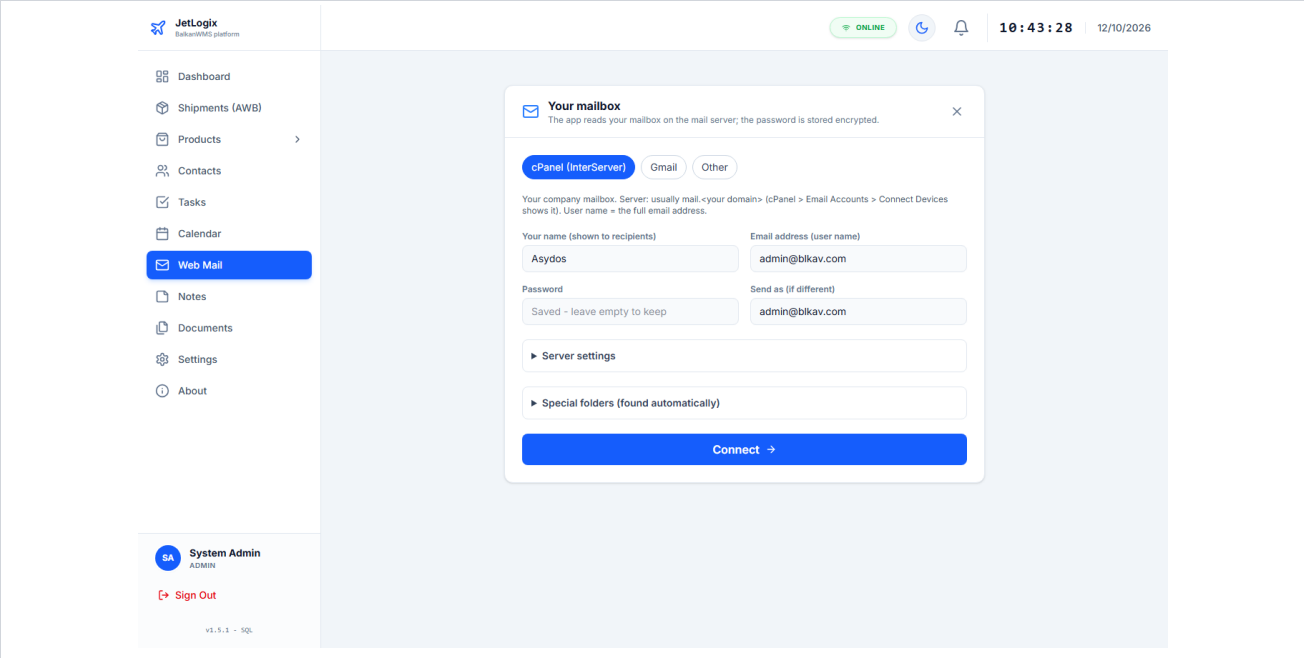


Figure 10.1 – *Connecting your mailbox*

1. Choose the kind of mail server:
   - **cPanel (InterServer)**: the company mail server. The server is usually `mail.<your domain>`.
   - **Gmail**: a Google mailbox. You need an *App password* from your Google account and IMAP must be enabled.
   - **Other**: any other mail server.
2. Fill in **Your name (shown to recipients)**, your **Email address (user name)** and your **Password**.
3. If you send as a different address, fill in **Send as (if different)**.
4. Check the **Server settings** (incoming IMAP and outgoing SMTP server, port and security). For the presets they are filled in for you.
5. Press **Connect** →. JetLogix tests the connection and saves the settings (**Connected and saved.**).

> **Note:** Your password is stored encrypted on the server. To change the settings later, click your mailbox name at the bottom of the folder list. Leave the password empty to keep the saved one.

10.2 The mail screen

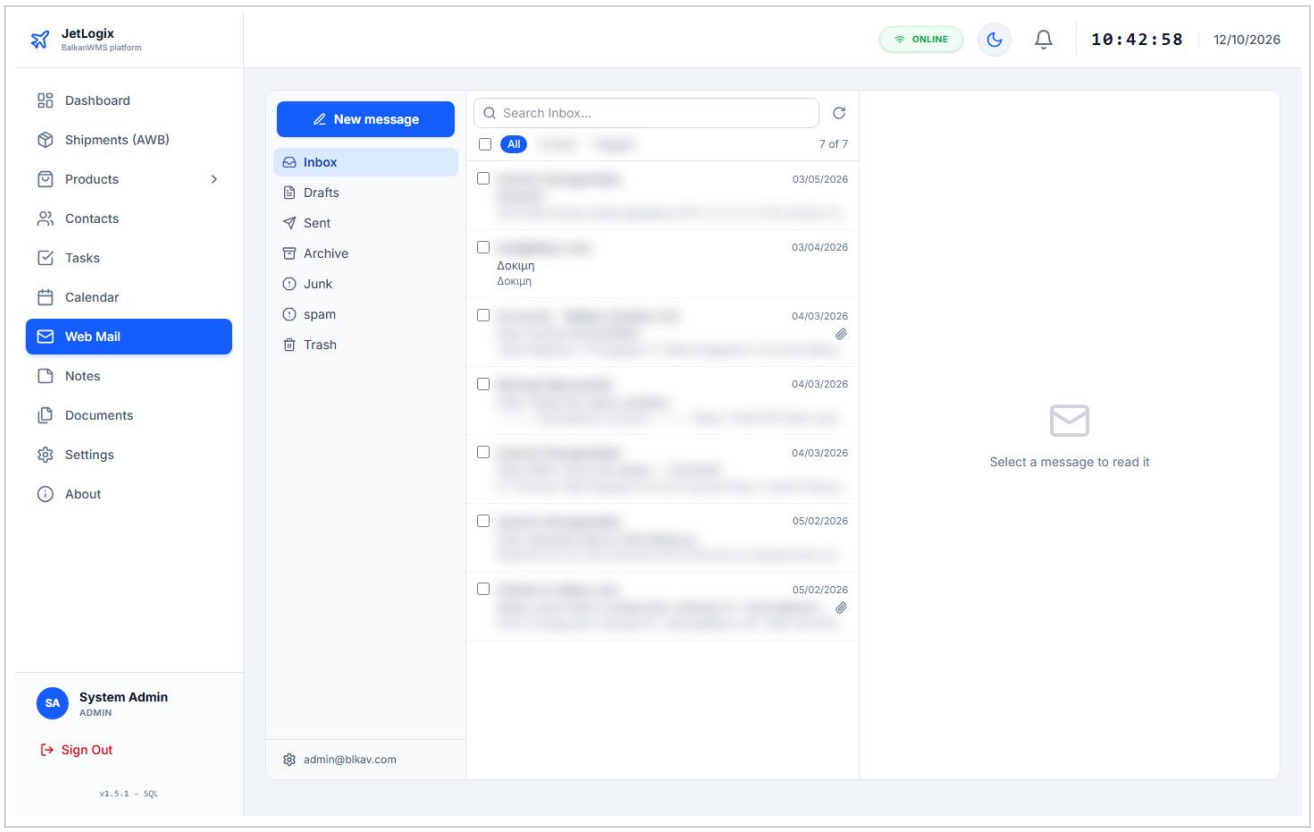


Figure 10.2 – *Web Mail*

The screen has three columns:

1. **Folders**: Inbox, Sent, Drafts, Trash and your own folders, with the number of unread messages. The **New message** button is at the top.
2. **Message list** of the selected folder.
3. **Reading pane** with the selected message.

10.2.1 Finding messages

- **Search <folder>…** searches the whole folder on the mail server.
- **All**, **Unread** and **Flagged** filter the list.
- The list shows 50 messages at a time; press **Load older** at the bottom for more.
- The list refreshes by itself every 2 minutes; press the refresh button to refresh it now.

10.2.2 Organising messages

- Tick one or more messages (`Shift`+click selects a range, the box at the top selects all). Then use **Mark as read**, **Mark as unread**, **Flag**, **Move to folder** or **Delete (to the trash)**.
- Drag messages onto a folder to move them.
- Click the star of a message to flag it.
- In the **Trash**, delete removes the messages for good.

10.2.3 Reading a message

The reading pane shows the subject, sender, date, recipients and the attachments. Click an attachment to view it or download it.

> **Note:** Pictures from the internet are blocked to protect your privacy. Press **Show pictures** if you trust the sender.

10.3 Writing a message

1. Press **New message**, or **Reply**, **Reply all** or **Forward** in the reading pane.
2. Fill in **To** (press **Cc / Bcc** to add copies) and the **Subject**.
3. Write the message. Use the toolbar for bold, italic, underline and bullet lists.
4. Press **Send**.

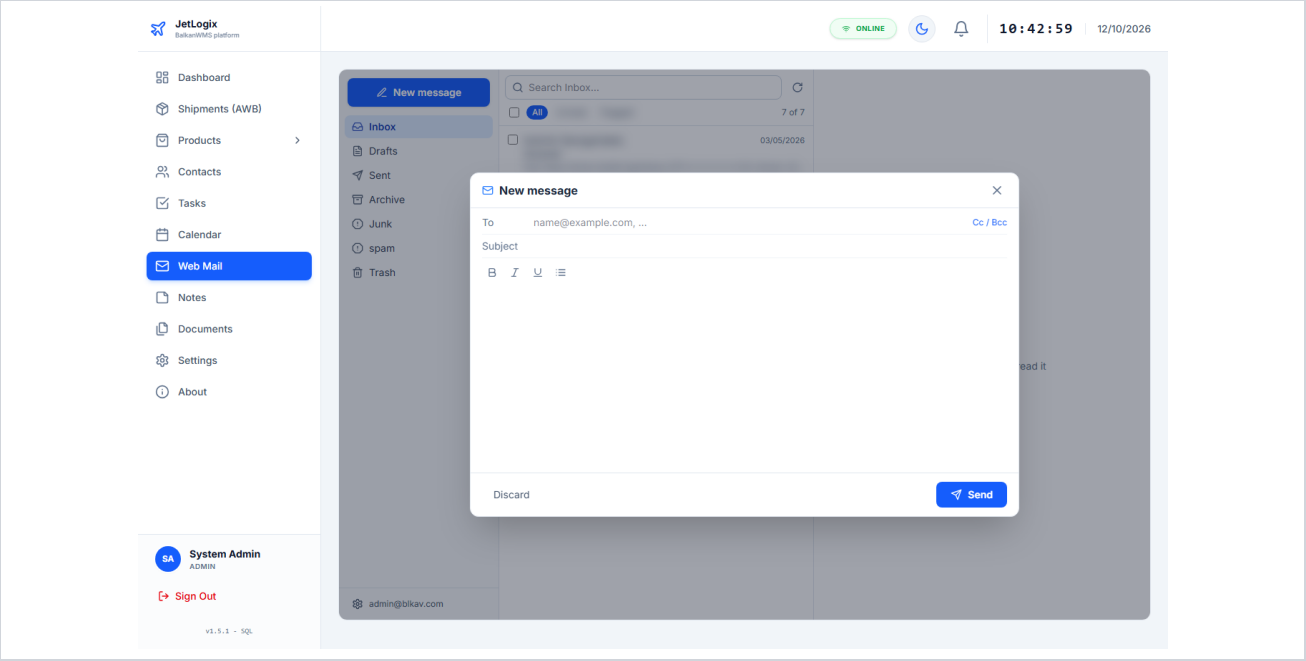


Figure 10.3 – *Writing a message*

The message is saved in the **Sent** folder, and answers stay in the same conversation. Press **Discard** to throw the message away.

> **Important:** Files cannot be attached to new messages in Web Mail yet, and the attachments of a forwarded message are not forwarded. Use your usual mail program (for example Outlook) to send attachments.

11 Notes

Notes is your personal notebook, organised like Microsoft OneNote. Your notes are private: nobody else can see them.

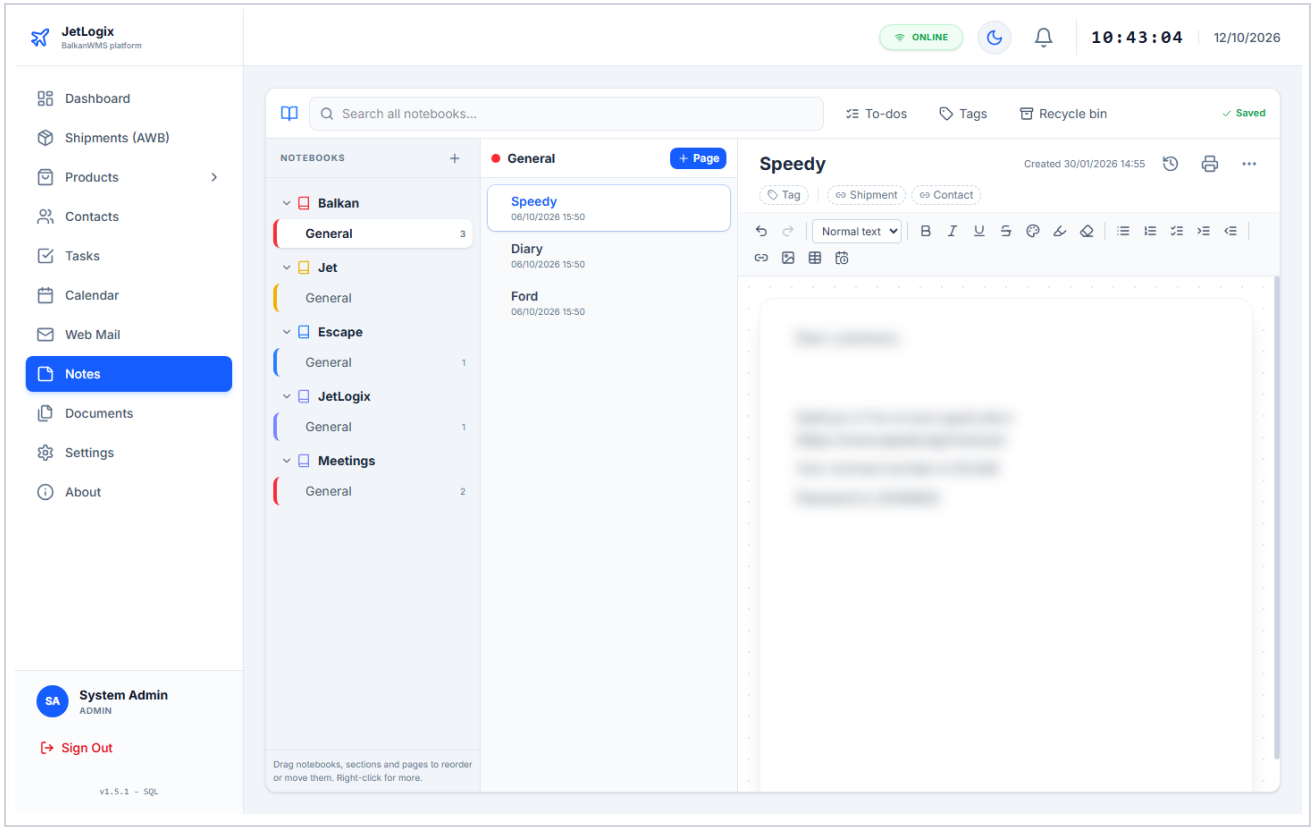


Figure 11.1 – *Notes: notebooks, pages and the editor*

11.1 How notes are organised

Level	Description
Notebook	The largest unit, for example *Operations* or *Personal*.
Section	A coloured tab inside a notebook, for example *Customers* or *Meetings*.
Page	A note.
Sub-page	A page placed under another page (one level).

The first notebook, **My Notebook** with the section **General**, is created for you.

The screen has three columns: notebooks and sections on the left, the pages of the selected section in the middle, and the page you are writing on the right.

11.2 Notebooks and sections

- Press **+** next to **Notebooks** to create a notebook.

- Right-click a notebook for **New section**, **Rename notebook**, its colour and **Delete notebook**.
- Right-click a section for **Rename section**, **Print section / PDF**, its colour and **Delete section**.
- Drag notebooks, sections and pages to change their order or to move them (a section to another notebook, a page to another section).

> **Note:** When a notebook or section is deleted, its pages go to the recycle bin. The last notebook cannot be deleted.

11.3 Pages

Press **+ Page** and choose a template: **Blank page**, **Meeting notes**, **Phone call** or **Daily log**.

Open the menu of a page (**...** or right-click) for:

Entry	What it does
New sub-page / **Make sub-page** / **Promote to page**	Creates or changes sub-pages.
Move or copy...	Moves or copies the page to another notebook and section.
Print / PDF	Prints the page or saves it as PDF.
Version history	Shows the earlier versions of the page (section 11.5).
Delete (to recycle bin)	Moves the page to the recycle bin.

11.4 Writing

Type the **Page title** and write in the page. JetLogix saves automatically after a short pause; the top bar shows **Saving...**, **Saved**, or **Not saved - check the connection**.

The toolbar offers:

- undo and redo;
- **Normal text** and **Heading 1-3**;
- bold, italic, underline, strikethrough, text colour, highlight and clear formatting;
- bullet, numbered and to-do lists (`Ctrl+Shift+9` for a to-do), indent and outdent;
- links, pictures and tables;
- the current date and time.

> **Tip:** Paste a screenshot directly into a page with `Ctrl+V`. Pictures can be up to 5 MB; large photos are reduced automatically.

11.4.1 Tags and links

- Add tags to a page: **Important**, **Question**, **Idea**, **Follow up**, **Waiting**, **Done** or your own tag (**Other tag...**).

- Link a page to a shipment or a contact with the **Shipment** and **Contact** buttons. Click the link to open the shipment or the contact.

11.4.2 From to-do to task

Place the cursor on a to-do line and press **Make task**: the line becomes a task on the Task Board (chapter 8), and the page shows **Task linked**. Ticking the to-do in the note or completing the task on the board completes both.

11.5 Version history

Press the history button of a page to see its earlier versions. Select a version to see it, then press **Restore this version** to bring it back. The current text is kept in the history, so nothing is lost.

Versions are saved automatically (at most one every 10 minutes and always before a large deletion). Up to 50 versions per page are kept for 90 days.

11.6 Search, to-dos, tags and recycle bin

The top bar of Notes offers:

Button	What it does
Search all notebooks...	Searches the titles and the text of all pages.
To-dos (N)	All open to-do items of all pages, grouped by page.
Tags	All tags; click a tag to see its pages.
Recycle bin (N)	Deleted pages, kept for 30 days. **Restore** a page or **Empty recycle bin**.

11.7 Printing

Choose **Print / PDF** in the menu of a page, or **Print section / PDF** in the menu of a section. A section is printed with a table of contents and every page on a new sheet. To save a PDF, choose *Save as PDF* as the printer.

12 Products

The **Products** group of the menu contains three reference lists: safety and technical data sheets, product brochures and aircraft catalogs. Click **Products** in the menu to show them.

All three lists work the same way: search at the top, add with the button at the top right, and edit or delete with the buttons of each row. Deleting asks for a confirmation.

12.1 MSDS - TDS

MSDS - TDS Management keeps the Material Safety Data Sheet (MSDS) and the Technical Data Sheet (TDS) of every product.

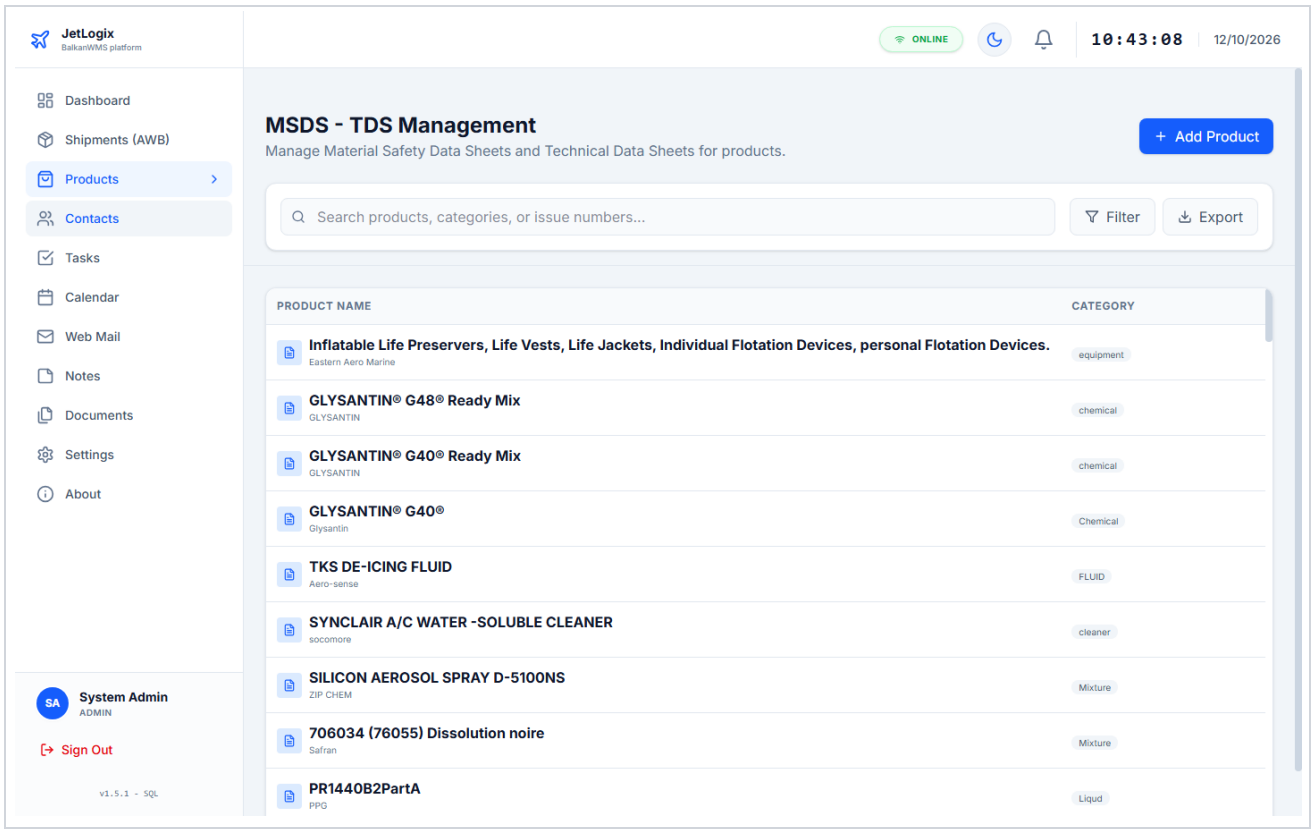


Figure 12.1 – *MSDS - TDS Management*

Search by product, category or issue number in **Search products, categories, or issue numbers...**. The list shows the product and brand, the category, the issue number and date, and buttons to view the MSDS and the TDS.

12.1.1 Adding a product

1. Press **Add Product**.
2. Add the **MSDS Document** and the **TDS Document**: upload a PDF (up to 2 MB) or enter an **Alternative URL**.
3. Fill in **Product Name** (required), **Brand Name**, **Category**, **Issue Number**, **Issue Date** and **Notes**.
4. Press **Save Product**.

> **Tip:** Press **Auto-Fill All** in the **AI Document Assistant** to let the AI read the uploaded data sheets and fill in the product name, brand, category, issue number and date. Check the result before saving.

12.2 Brochures

Product Brochures keeps links to the brochures of the products.

1. Press **Add Brochure**.
2. Fill in **Product Name**, **Brand Name**, **Category** (Lubricants, Filters, Batteries, Tires, Spare Parts, Equipment, Other) and the **Brochure Link (URL)**.
3. Press **Save Brochure**.

Press **View Brochure** in the list to open it.

12.3 Aircraft

Aircraft Management keeps the aircraft models with their serial number ranges and the links to their Illustrated Parts Catalog (IPC) and maintenance manual.

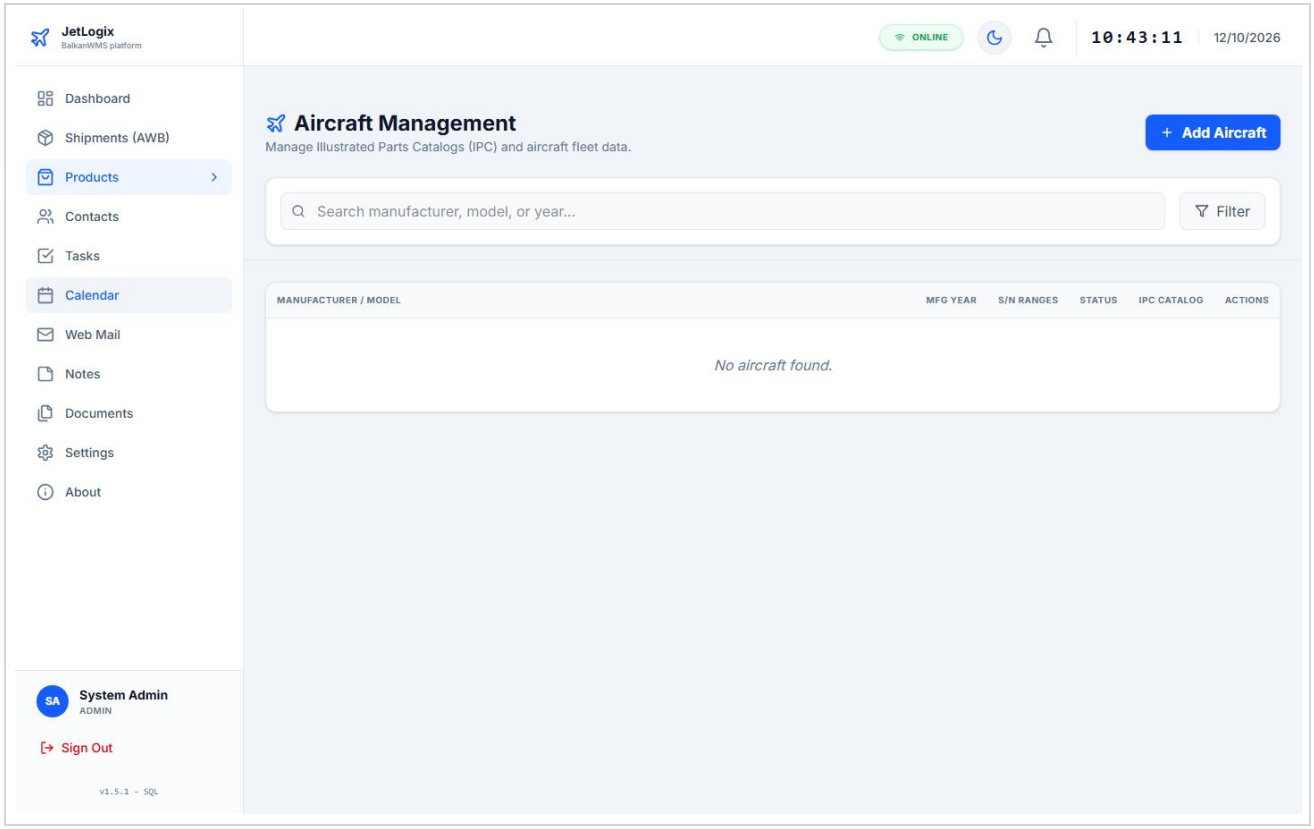


Figure 12.2 – *Aircraft Management*

1. Press **Add Aircraft**.
2. Fill in **Manufacturer** and **Model** (required) and the **Year of Manufacture**.
3. Press **Add Range** to add serial number ranges (**From** / **To**).
4. Choose the **Status**: Active, Under Maintenance, Stored or Retired.

5. Enter the **IPC Link (Catalog URL)** (required) and, optionally, the **Maintenance Manual Link**.
6. Press **Save Model**.

13 Administration

This chapter is for administrators. **Settings** is shown in the menu only to users with the role Administrator.

> **Administrators:** Changes in Settings apply to all users at once. Make changes outside busy hours when possible, and check the result immediately.

13.1 The System Settings screen

Open **Settings** in the menu. The tabs on the left open the parts of the configuration:

Tab	Section	Content
Regional	13.2	Your company, language, date and time format, POD policy, public holidays.
Users	13.3	User accounts, roles, rights, audit log.
Carriers	13.4	Carriers: links, tracking source and keys, Geniki vouchers, network folder.
Network folder	13.5	The office network folder `W:`.
Airports	13.6	Airport codes.
Contact Types	13.7	Types of contacts.
Statuses	13.8	Shipment statuses.
Incoterms	13.9	Delivery terms.
AI Integration	13.10	Google Gemini key and model.
Backup	13.11	Database backups and restore.
Database	13.12	Connection to the SQL Server database.

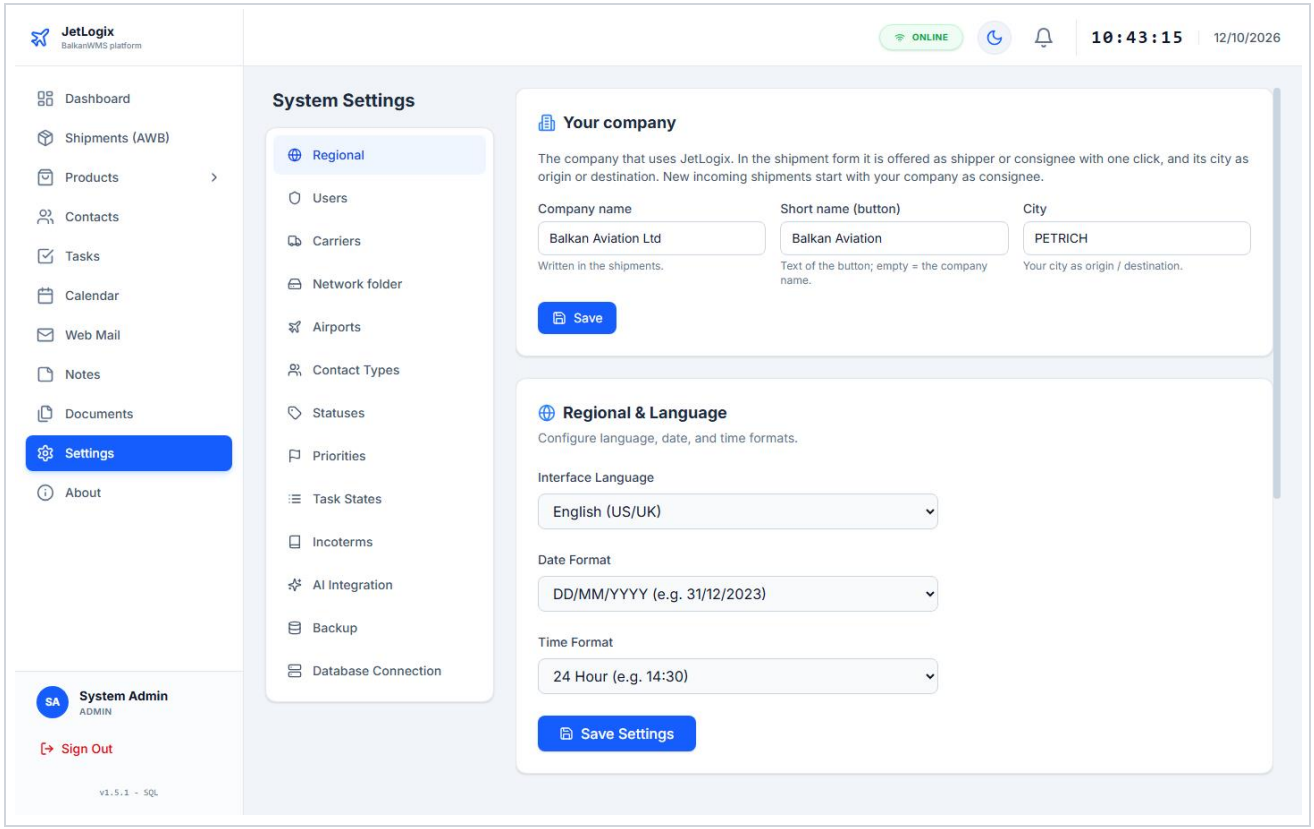


Figure 13.1 – *System Settings*

13.2 Regional settings

13.2.1 Your company

The company that uses JetLogix. Fill it in once, right after the installation.

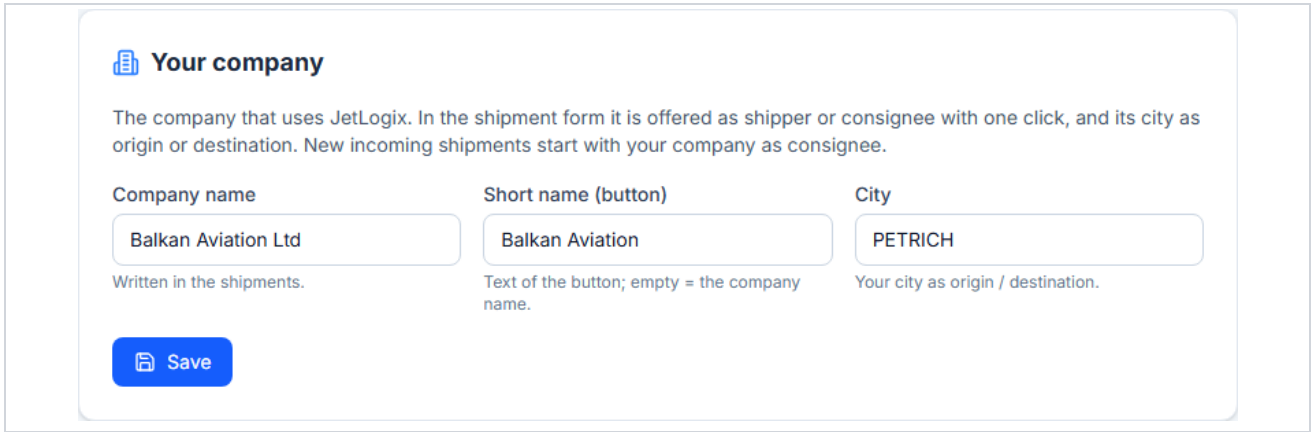


Figure 13.2 – *Your company*

Setting	Description
Company name	Your company as written in the shipments, for example *Balkan Aviation Ltd*.
Short name (button)	The text of the button that puts your company on the shipper or consignee side, for example *Balkan Aviation*. Empty = the company name.
City	Your city, in capitals, for example *PETRICH*. Offered with one click as origin or destination.

Press **Save**. New incoming shipments then start with your company as consignee and your city as destination.

13.2.2 Regional & Language

Setting	Options
Interface Language	English, Ελληνικά (Greek), Български (Bulgarian).
Date Format	DD.MM.YYYY, DD/MM/YYYY, MM/DD/YYYY, YYYY-MM-DD.
Time Format	24 Hour or 12 Hour.

Press **Save Settings**. The settings apply to all users.

> **Note:** The interface language changes the menu, the Dashboard, the Settings, the calendar and the POD documents created from tracking. Most other screens are in English.

13.2.3 Proof of delivery (POD)

Tick for which shipments a signed POD is expected: **Outgoing shipments (export)** (ticked by default) and/or **Incoming shipments (import)**. This decides where **POD missing** is shown on the Dashboard and for which shipments JetLogix looks for a POD on the network folder. Press **Save**.

13.2.4 Calendar: public holidays

Tick the countries whose public holidays are shown in the calendar: Greece and/or Bulgaria. Press **Save**.

13.3 Users

The **User Management** list shows every user with name, e-mail, role and an **Online** badge for users active in the last 10 minutes.

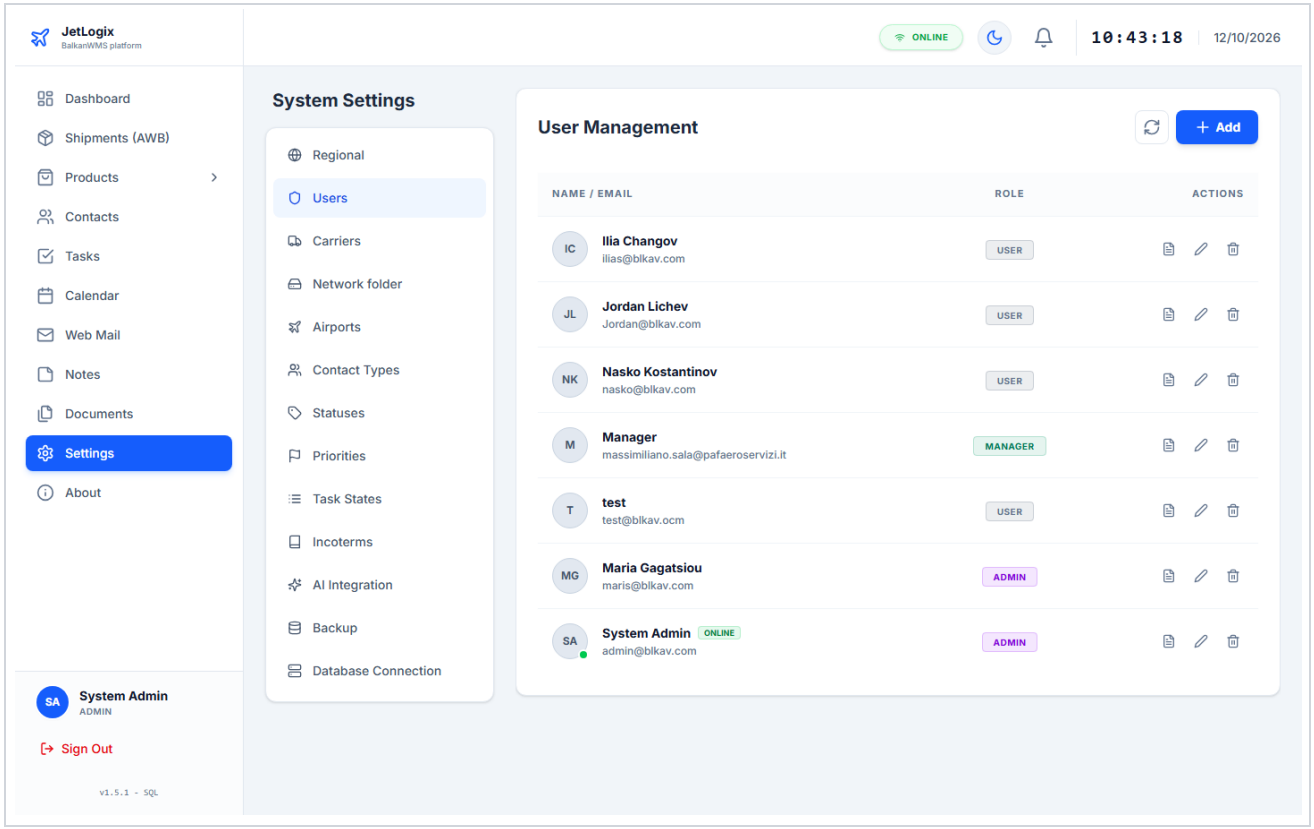


Figure 13.3 – *User Management*

13.3.1 Creating a user

1. Press **Add**.
2. On the **Profile Info** tab fill in **Full Name**, **Username**, **Email** and **Password** (at least 8 characters). Choose the **User Role** (Administrator, Manager, Standard User), the **Theme** (Dark or Light Mode) and the **Preferred Language**.
3. On the **User Rights** tab tick the screens the user may open.
4. Optionally, on the **Email Server** tab enter the user's mailbox settings and press **Test**. Users can also set up their mailbox themselves in **Web Mail** (chapter 10).
5. Press **Save Configuration**.

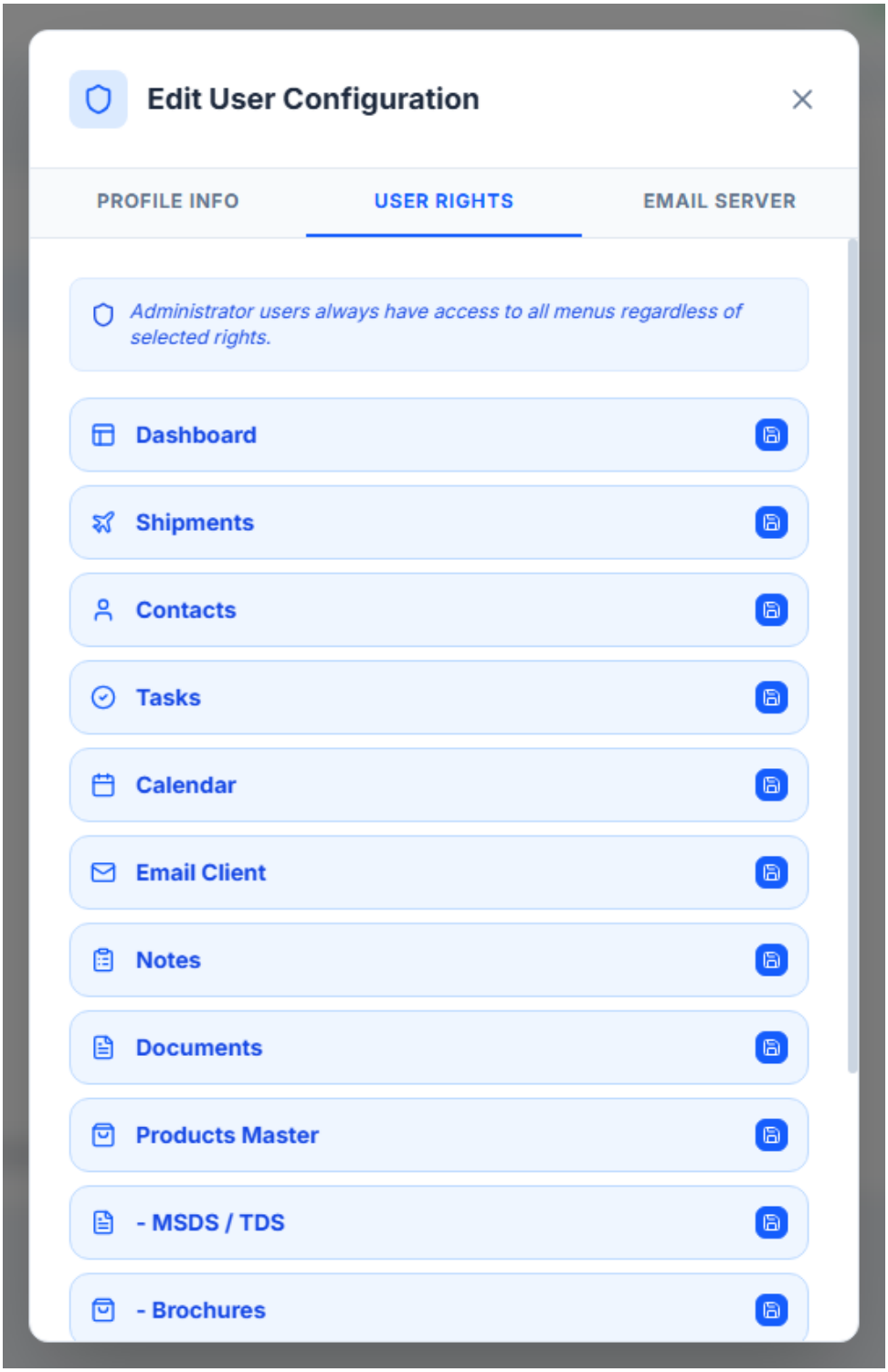


Figure 13.4 – *The user form: User Rights*

Note: Administrators always have access to all menus, whatever rights are ticked. The roles Manager and Standard User have exactly the rights ticked on the **User Rights** tab.

13.3.2 Changing a password

Open the user with **Edit**, type the new password in **Password** and press **Save Configuration**. Leave the field empty to keep the current password. The user is signed out on all computers and must sign in with the new password.

13.3.3 Rules

- The user name and the e-mail must be unique.
- You cannot delete your own account or remove your own administrator role.
- The last administrator cannot be deleted.

> **Tip:** When somebody leaves the company, change the password of the account at once, then delete the account when it is no longer needed.

13.3.4 Audit log

Press **View Logs** next to a user to see the last 200 actions of that user (sign-in, sign-out and changes), with date and time, details and the IP address of the computer. Export the log with **CSV** or **PDF**.

13.4 Carriers

Everything about a carrier is kept in one place: its name and links, how its shipments are tracked, its API keys, its vouchers and its folder on the network folder. **Carrier Configuration** lists the carriers offered in the shipment form; under each name it shows how the carrier is tracked.

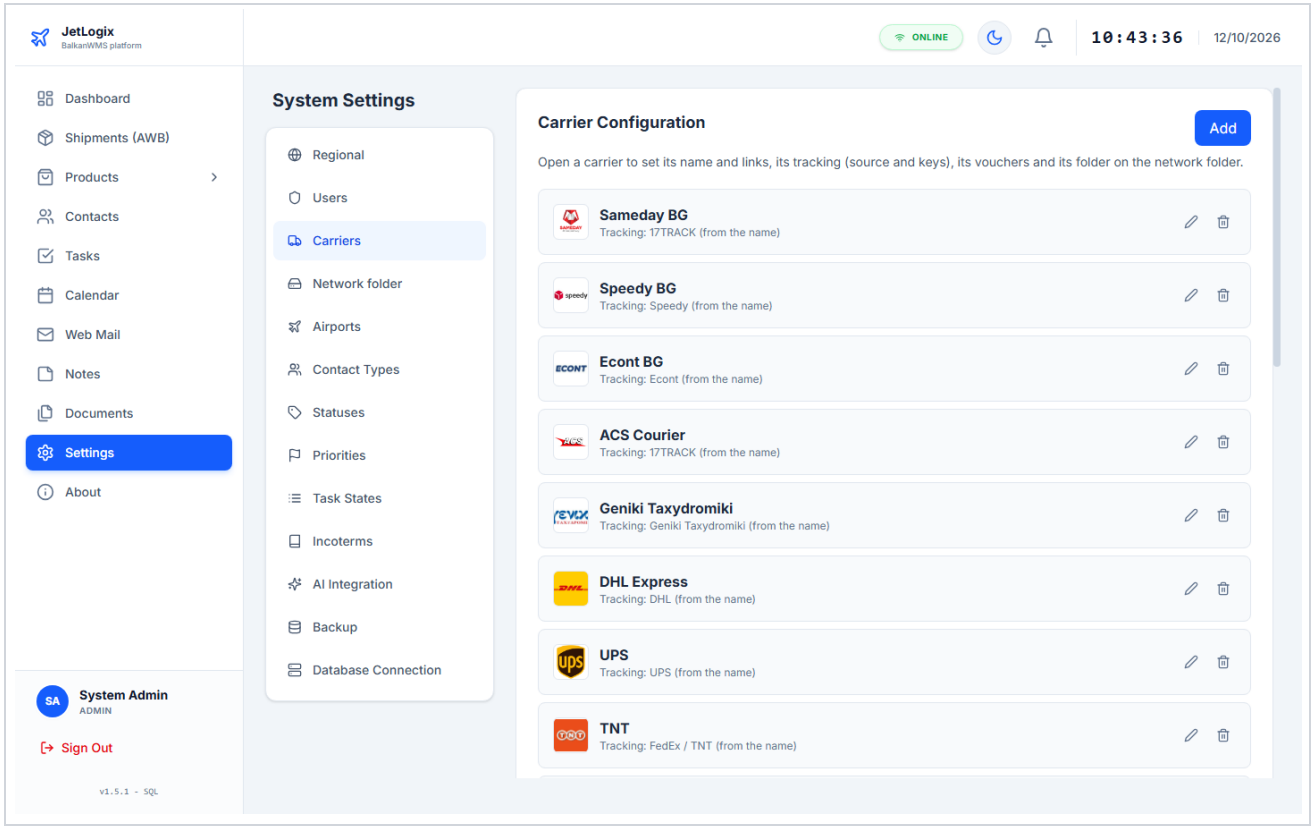


Figure 13.5 – *Carrier Configuration*

Press **Add** for a new carrier, or click a carrier to open it. The carrier window has these tabs:

Tab	Content
General	Name, logo and the link to the carrier's own tracking page.
Tracking	Where the tracking comes from, the API account and a test.
Vouchers	Only for Geniki Taxydromiki: how vouchers are made.
Network folder	The carrier's folder for copies of vouchers and PODs.

Press **Save** once at the end: the carrier, its keys and its folder are saved together. **Cancel** closes the window without changing anything.

13.4.1 General

Field	Description
Name	The carrier's name as it appears in the shipments, for example *DHL Express*.
Logo URL	Address of the carrier's logo (shown in the lists).
Tracking page (link)	The carrier's own tracking page, opened with **Carrier page**. Write `{trackingNumber}` where the AWB number goes, for example `https://tracking.example.com/track?num={trackingNumber}`.

13.4.2 Tracking

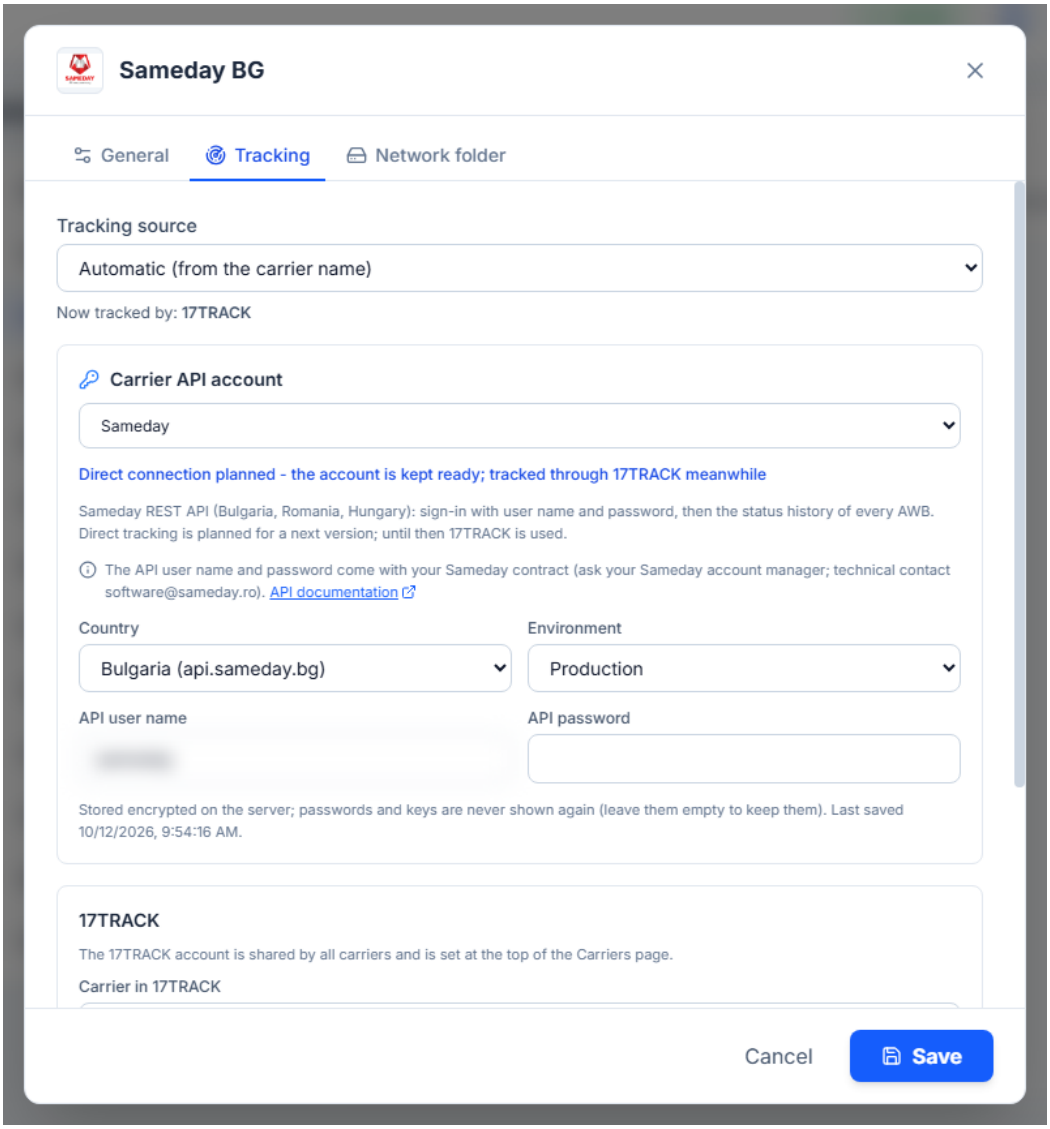


Figure 13.6 – *The Tracking tab of a carrier*

Tracking source decides how the shipments of this carrier are tracked:

Source	Meaning
Automatic (from the carrier name)	JetLogix chooses from the name: DHL, FedEx/TNT, UPS, Geniki, Econt and Speedy are asked directly, all others through 17TRACK.
DHL API, **FedEx API**, **UPS API**, **Geniki Taxydromiki API**, **Econt**, **Speedy API**	Always this direct connection, whatever the name.
17TRACK	Always through 17TRACK.
Manual (carrier page only)	No automatic tracking: follow the shipment on the carrier's page. Use it for carriers that no tracking service knows, so that no 17TRACK quota is spent.

Now tracked by shows the result. When the keys of a direct connection are missing, 17TRACK is used meanwhile.

Direct connections

For DHL, FedEx/TNT, UPS, Geniki, Econt and Speedy the tab shows the account of that connection:

Connection	What to enter	Where to get it
DHL	API key	developer.dhl.com > My Apps > "Shipment Tracking - Unified".
FedEx / TNT	API key (Client ID), Secret key	developer.fedex.com > My Projects > project with the Track API.
UPS	Client ID, Client Secret	developer.ups.com > Apps > Tracking API.
Geniki Taxydromiki	User name, Password, Application key	From Geniki Taxydromiki (web service). The same account makes the vouchers.
Econt	e-Econt user name and password (optional)	Works without keys.
Speedy	API user name, Password	With your Speedy contract (ask Speedy for API access).

An account can serve several carriers: for example the FedEx account tracks both **FedEx** and **TNT**. The tab then shows **Shared account: also used by …**, and a change applies to all of them.

Saved keys are stored encrypted on the server and are shown only as **A value is saved**; leave a field empty to keep the saved value. **Remove keys** deletes them. Every account shows how many checks were made today against the daily limit.

Carrier API account (carriers without a direct connection)

For every other carrier the tab shows **Carrier API account**, with exactly the fields that the carrier's own API asks for. Fill it in when the carrier gives you API access: the account is kept encrypted and is ready for a direct connection in a next version of JetLogix. Until then the carrier is tracked through 17TRACK (or by hand).

Carrier	Fields	State
Sameday	Country, Environment, API user name, API password	Direct connection planned.
ACS Courier	API key, Company ID, Company password, User ID, User password, Billing code	Direct connection planned.
DSV	Environment, myDSV user name and password, Tracking and Access Token subscription keys	Through 17TRACK.
BOX NOW	API address, Client ID, Client secret, Partner ID	Through 17TRACK (the BOX NOW API shows only the parcels you send yourself).
GLS	API key, API secret	Through 17TRACK.
ELTA Courier	Customer code, Sub-code, User name, Password	Through 17TRACK.

Carrier	Fields	State
Geis, **Unimasters**, **Interlogistica**	Customer number, Contact for the status, Notes	No API known: choose **Manual** as tracking source.
Any other carrier	API address, user name, password, API key and secret, customer number, notes	Through 17TRACK.

The window shows, for each carrier, what its API does, how to get the keys and a link to its documentation. The list on top of the account lets you choose another API type when the name does not match.

17TRACK

17TRACK tracks all carriers without their own connection. Its account (API key and the maximum of new numbers per month) is shared by all carriers and is set at the bottom of the **Carrier Configuration** page, in **Tracking for all other carriers (17TRACK)**. Only the free quota is used: when it is reached, new numbers are not registered and nothing is charged.

In the carrier window, **Carrier in 17TRACK** chooses the carrier code in 17TRACK when the automatic choice from the name is not right.

Testing a tracking number

At the bottom of the Tracking tab, type a real number of this carrier and press **Test**. The answer of the carrier is shown; nothing is stored. Save the keys before testing.

13.4.3 Vouchers (Geniki Taxydromiki)

Setting	Description
Environment	**Production** for real vouchers, or **Test** (Geniki's test server) for trying out.
Voucher label	**A4 sheet** (normal printer), **Sticker** (label printer) or **Sticker F6**.
Extra services	The extra services offered in the voucher window (one per line: code = name).

In the test environment, **Run Geniki test** runs Geniki's certification steps and offers the **Voucher PDF** and the **Test report** for download.

> **Important:** With the environment **Production**, every voucher is a real shipment that Geniki will collect.

13.4.4 Network folder of a carrier

Copies of the carrier's vouchers and PODs are saved in its folder on the network folder, in the folder of the year, for example `W:\AWB - Geniki - BG\2026\5190000001 - Egnatia - GIN2339 - Geniki.pdf`.

Field	Description
Save copies for this carrier	Switches the copies on or off.
Folder	The folder inside the network folder, for example `AWB - Geniki - BG`. Empty = no copies.

Field	Description
End of file names	The carrier's short name at the end of the file names, for example `Geniki`.
Also for carrier names	Other spellings of the carrier name that use the same folder, for example `Geniki, Γενική`.

Press **Check the folder** to see whether the server can write there. Existing files are never overwritten.

13.5 Network folder

JetLogix reads the office network folder (`W:` on the office computers) to suggest and link documents, and writes copies of vouchers and PODs into the carrier folders.

Setting	Description
Folder on the server	The folder as seen by the server. Leave empty to switch the feature off.
Name shown to users	Usually `W:`.
Windows path (for information)	The path as seen by the office computers.

Press **Save**, then **Test** to read the whole folder (this can take up to a minute).

The folders for the copies of vouchers and PODs are set per carrier (section 13.4, Network folder of a carrier); this page lists them with the result of the last **Test**.

13.6 Airports

The list of airport codes, for example `ATH` or `SOF`. Press **Add** to add a code; use the buttons of a row to edit or delete it.

13.7 Contact Types

The types offered in the **Contact Type** field of the contact form, for example *Customer*, *Supplier*, *Agent*.

13.8 Statuses

The shipment statuses offered in the shipment form and the status filters (section 4.2).

> **Important:** Do not rename or delete the built-in statuses (Booked, In Transit, Arrived, Delivered, Partially Delivered, Exception, Customs Hold, Closed): tracking, the Dashboard and closing shipments rely on them.

13.9 Incoterms

The delivery terms offered in the shipment form, each with its code (for example `EXW`, `DAP`) and description.

13.10 AI Integration

JetLogix uses the Google Gemini service for **AI Ops Analysis** on the Dashboard, **AI Smart Scan** of business cards and **Auto-Fill** of MSDS / TDS sheets.

- **Gemini API key**: the key of the company's Google AI account. It is stored on the server and never shown again; enter a new key to replace it.
- **Gemini model**: the model to use. Leave the default unless advised otherwise.

13.11 Backup

MS SQL Database Administration creates and restores backups of the JetLogix database.

- **Trigger Full Backup** creates a full SQL Server backup of the database, stored in the backup folder of the SQL Server.
- **Refresh Backup List** lists the existing backups. **Download (.bak)** saves a backup on your computer.
- **Restore** brings the database back to the state of a backup.

> **Important:** Restoring overwrites all current data with the data of the backup and signs out all users. It cannot be undone. Take a new backup first, and restore only when you are sure.

13.12 Database

SQL Database Server Connection Settings holds the connection to the SQL Server database: **Host / IP Address**, **Port**, **DB Username**, **DB Password** and **Database Name**. **Save & Connect** tests the connection before saving it.

> **Important:** A wrong setting here stops JetLogix for everybody. Change it only together with the IT administrator.

14 Quick reference

14.1 Shipment statuses

Status	Set by	Next step
Booked	You, when the shipment is created.	Wait for the departure.
In Transit	Tracking, or you.	Follow the tracking.
Arrived	You.	Arrange the delivery.
Customs Hold	Tracking, or you.	Provide the customs documents.
Exception	Tracking, or you.	Contact the carrier.
Partially Delivered	You.	Tick the delivered pieces; wait for the rest.
Delivered	Tracking, or you.	Attach the POD and close the shipment.
Closed	You (**Close shipment**).	Nothing: the shipment is finished.

14.2 Tracking status

The tracking status is reported by the carrier and shown next to the shipment status.

Tracking status	Meaning
Label created	The carrier has the shipment data but not yet the goods.
In transit	The goods are moving in the carrier's network.
Out for delivery	The goods are with the courier for delivery today.
Customs	The goods are in customs clearance.
Exception	A problem: delay, failed delivery attempt, damage, address problem.
Delivered	The goods are delivered.
Not found yet	The carrier does not know the number yet. Usual for a few hours after booking.
Unknown	The carrier's answer could not be understood. Check the carrier's page.
Manual tracking	This carrier cannot be tracked automatically. Use the carrier's page.

Freshness	Meaning
Live	Checked in the last 6 hours.
3 h ago, **2 days ago**	Time since the last check.
Error	The last check failed; it will be tried again.

14.3 Keyboard shortcuts

Keys	Where	What it does
`Ctrl+Enter`	Comments	Sends the comment.
`@`	Comments	Mentions a colleague.
↑ ↓ then `Enter` or `Tab`	Comments	Chooses the colleague to mention.
`Ctrl+V`	Notes	Pastes a screenshot or a picture.
`Ctrl+Shift+9`	Notes	Turns the line into a to-do.
`Shift+click`	Web Mail	Selects a range of messages.
`Esc`	Document preview	Closes the window.

14.4 Common messages

Message	What to do
Invalid username/email or password.	Check the user name and the password (Caps Lock?).
Too many failed sign-in attempts...	Wait 15 minutes and try again, or ask the administrator for a new password.
Database Unavailable	Check the network or VPN connection; press **Retry Connection**.
Your session has expired. Please sign in again.	Sign in again.
ACCESS DENIED	You do not have the right for this screen. Ask the administrator.
Please fill in required fields (AWB)	Type the AWB number (or, for outgoing Geniki shipments, use **Save & create voucher**).
Real Delivery Date is required for closed shipments.	Fill in the real delivery date, or use **Close shipment**.
Not copied to the network folder	The file is attached but the copy on `W:` failed. Inform the administrator; for Geniki press **Copy to W:**.
Manual tracking / **No tracking source**	The carrier is not tracked automatically. Use **Carrier page**.
Not saved - check the connection (Notes)	The connection was lost. Do not close the page; it saves again when the connection is back.
AI Analysis unavailable	The Gemini key is not set. Inform the administrator.

14.5 Glossary

Term	Meaning
BalkanWMS platform	The common platform of business applications to which JetLogix belongs.

Term	Meaning
AWB	Air Waybill: the transport document and tracking number of an air or courier shipment.
POD	Proof of Delivery: the document signed by the receiver.
ETD / ETA	Estimated Time of Departure / Arrival.
Shipper / Consignee	The company that sends / receives the goods.
Incoterms	International delivery terms (for example EXW, DAP, DDP), which define who pays and is responsible for each part of the transport.
Voucher	The shipping document of a courier (here Geniki Taxydromiki); its number is the tracking number.
GIN	Goods Issue Note number of the warehouse, used in the file names of vouchers.
MSDS / TDS	Material Safety Data Sheet / Technical Data Sheet of a product.
IPC	Illustrated Parts Catalog of an aircraft.
Network folder (W:)	The shared office folder that holds waybills, vouchers and PODs.
17TRACK	An international tracking service, used for carriers without direct tracking.

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15 What's new

The complete list of changes is also available in the application: **About › View Changelog**.

15.1 Version 1.5.1 (October 2026)

- The application is called **JetLogix**, an application of the **BalkanWMS platform**: the sign-in screen, the menu, the About page and the browser tab show the new name.
- New setting **Settings › Regional › Your company**: the name, short name and city of your company.
- Shipments: the buttons that put your company or your city on one side, and the starting values of a new shipment, come from **Your company**.
- **Settings › Carriers** keeps everything about a carrier in one window: name and links, tracking source, API keys, Geniki vouchers and the carrier's folder on the network folder. The separate **Tracking** page is gone.
- Every carrier has a tracking source of its own (automatic from the name, a direct connection, 17TRACK or manual).
- Online help: `F1` or the **?** button in the top bar opens the help page of the screen in use, in a new window (`https://www.balkanwms.com/jetlogix/help/`).
- Carriers without a direct connection (Sameday, ACS, DSV, BOX NOW, GLS, ELTA, ...) keep their own API account, with exactly the fields of their API, ready for the direct connections of the next versions.

15.2 Version 1.5.0 (October 2026)

- JetLogix can run on a central SQL Server shared with the other applications of the BalkanWMS platform. Nothing changes in the way you work.

15.3 Version 1.4.1 (October 2026)

Shipments

- Carrier tracking for DHL, FedEx / TNT, UPS, Geniki Taxydromiki, Econt, Speedy and 17TRACK, updated automatically, with **Update tracking** in the shipment list.
- Documents of up to 25 MB per file, the new **Documents** screen, and POD and label buttons in the list.
- Documents per package for shipments with several pieces.
- **Close shipment**, and on the Dashboard the list of delivered shipments to close with **POD missing**, **Link POD** and **Close**.
- POD created from the carrier's tracking, in English, Greek or Bulgarian.
- Geniki Taxydromiki vouchers: create, print, cancel, close the day, extra services, several parcels, copies on the network folder.
- Shipper and consignee chosen from the customer book, with buttons that fill in your own company and city.

Network folder

- Files on `W:` are suggested automatically by AWB number and can be linked to shipments; **Link POD** when a POD is found.

Contacts

- Customer book: customers and suppliers, delivery addresses, import from Excel / CSV with duplicate check.

Collaboration

- Comments with `@` mentions on shipments and tasks, and the notification bell.
- Repeating tasks with completion history, and done with one click.
- New Calendar with Day, Week, Month and Agenda views, filters, drag and drop, public holidays of Greece and Bulgaria and a subscription link for Outlook and phones.
- Reminders on any screen.

Notes and mail

- New Notes in the style of OneNote: notebooks, sections, pages, pictures, tags, to-dos, templates, links to shipments and contacts, version history, recycle bin, print / PDF.
- New Web Mail with folders, search, flags, drag and drop, reply, forward and new-mail notices.

Other

- The warehouse functions moved to the warehouse application of the BalkanWMS platform.

15.4 Version 1.4.0 (October 2026)

- Security: sign-in checked on the server, encrypted passwords and keys, protection against repeated wrong passwords.
- E-mail sending through the company mail server.