Into-plane Fuels Management System
From Fuel Farm to Take Off

swissport *London Heathrow Airport*

Varec representatives traveled to London Heathrow Airport to meet with Swissport Fueling Services and British Airways representatives to discuss automating both organizations' fuels management processes at the airport.

Swissport already used FuelsManager® Accounting software for reconciliation and reporting to the fuel depot consortium operator. British Airways also used the transaction information in the Varec Data Center to manually validate uplifts against the corresponding fuel debits by the consortium operator.

It seemed a natural step to integrate further and automate manual activities so that the fuels accounting processes could be performed more efficiently, accurately and timely. Within two weeks of implementating the new system, the first dispatched flight and fuelling transaction data was captured successfully.

Swissport realized an immediate increase in fuel agent productivity and improved accuracy when dispatching and processing into-plane fueling transactions. All transactions captured from the truck mounted systems is immediately imported into the FuelsManager Accounting application, then exported to the Varec Enterprise server. The Enterprise transactions can then be exported in the IATA data standard into British Airways' fuels management system.

Our Client

Swissport Fuelling Services provides high quality, independent aviation fuel handling on behalf of airlines, airports and fuel suppliers worldwide. Swissport is a leader in the fuelling industry for on-time performance, and has a proven track record for maintaining aviation fuel systems with a focus on safety, cost control and inventory management.

London Heathrow Airport

London Heathrow Airport (LHR) is the busiest airport in the United Kingdom, as well as the sixth busiest airport in the world by total passenger traffic. In 2015, it handled a record 75 million passengers. It is the primary hub for British Airways, and is used by over 80 other airlines flying to 185 destinations in 84 countries. Swissport Fuelling Service provides into plane fuelling services for British Airways and Air Canada at London Heathrow Airport.

Integrating FIDS and Fuel Loads Feeds

The Varec team worked closely with Swissport and British Airways IT representatives to understand the unique requirements of interfacing to their fuel data sub-systems. The team's previous experience developing interfaces to other major airline systems proved invaluable when identifying technical hurdles, and the complexities involved when accessing critically secure systems.

Varec®

Into Plane Fuels Management
Swissport Fuelling Services — London Heathrow Airport

► Dispatchers now log into FuelsManager, running in the Varec Data Center, to see their customers' flights, gain a clear picture of flight priorities and dispatch them accordingly.

► Operators receive dispatch assignments and any gate changes or fuel load updates in-truck on a ruggedized, mobile computer using cellular communications.

► The DCU automatically captures meter values for display by the in-truck computer. Once complete, the transaction is sent back to FuelsManager Dispatch.

► Varec is now in discussions with British Airways to offer the delivery of fuel information directly to British Airways' Pilots' mobile devices.

Improving the Existing Dispatch Process

Swissport previously received fuel requests, flight details and fuel loads from multiple airline sources, in multiple formats. They prioritized and dispatched these requests manually via cellular phones and often experienced ramp noise that impacted communications when attempting fuel updates. All transactions were recorded manually at the wingtip and written on paper tickets.

Today they use FuelsManager Dispatch and IntoPlane data capture solutions for all fuelling operations at LHR. Varec's corporate subscription to the OAG FIDS Feed for Heathrow allows us to send the FIDS information to the FuelsManager Dispatch application. This allows the dispatchers to use one application, Fuelsmanager, to see their customers' flights and each flight's status change and fuel load information. The dispatchers use this consolidated view to determine priorities and dispatch accordingly.

Automating Into-Plane Fuelling

Varec's IntoPlane equipment was installed on ten Swissport fuelling vehicles during the implementation period. The system now allows clear, consistent communication between dispatch and the fuel agent using cellular communications. Background interference is no longer an issue. The system captures all fuel transaction information automatically from the fuel meter and provides real-time updates to the FuelsManager Dispatch.

Timely and Accurate Fuel Reconciliation

Administrators at Swissport offices previously collected handwritten tickets each day, and then manually input each transaction into the FuelsManager Accounting system by 11 am the following day. This process brought the normal problems associated with paper tickets, such as lost tickets, illegible information or missing information before reconciliation could be performed. After reconciling in FuelsManager Accounting, a transaction report would be submitted to the fuel storage depot/consortium operator, who then debits an airline's inventory from stock. From here, British Airways was able to access Swissport's transactions in FuelsManager Enterprise, but would still need to manually validate uplifts with the inventory reports provided by the storage consortium.

The new system automated these processes. Transaction data, such as flight and fuel load information, is automatically available in the Varec Accounting application once a transaction is complete. This allows Swissport's back office administrator to expedite reconciliation and make a day's fuelling information available to their customers far sooner than previously allowed.

The development of the interface between the FuelsManager Enterprise and British Airways systems now allows the transfer of their reconciled transactions in an XML format following the IATA data standard. This allows British Airways to more accurately and easily validate fuel consumption from the storage consortium operator. FuelsManager is also now able to transmit fuel information to any British Airways location throughout the world that uses FuelsManager for aviation fuels accounting.