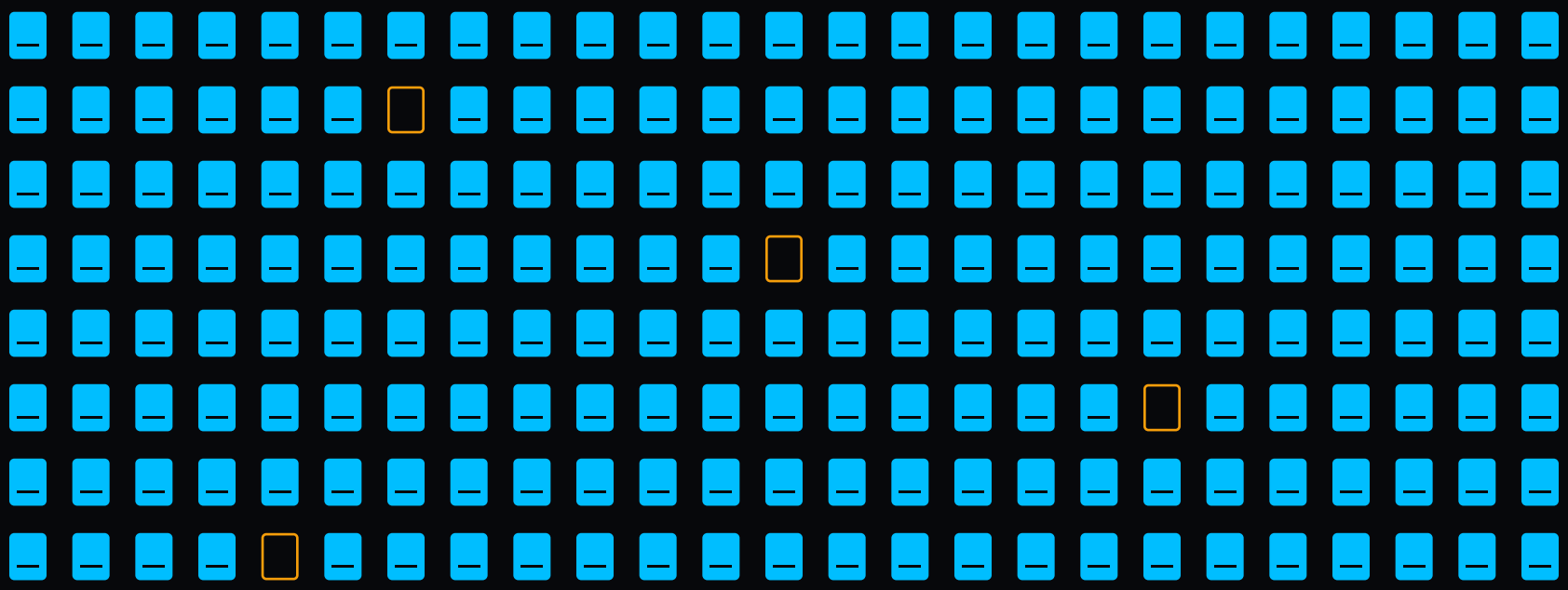
fueldeck.ai™

AVIATION FUEL DATA



196 posted, no human touch 4 sent to a person 200 tickets · one typical day

CASE STUDY REPORT · 98% WITH NO HUMAN TOUCH

Fuel Tickets That Post Themselves

How FuelDeck™ took the operator out of the fuel-ticket loop, measured on 21,403 live airline tickets from July to October 2026.

98%	21,403	51	16 wk
No human touch	Live tickets measured	Stations	Supervised to unattended

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Follow FuelDeck™ from a queue read by hand to a pipeline that validates and posts fuel tickets on its own, measured on 21,403 live tickets.

Taking the Operator Out of the Fuel Ticket Loop

98%

of fuel tickets posted with no human touch

89%

of October tickets posted with no one at a keyboard

Why the fuel ticket, not the invoice, is where airline fuel accounting goes wrong.

Introduction

A fuel ticket is the record of one uplift: the aircraft, the flight, the gallons, the date. Airlines pay against it and reconcile their fuel accounts from it. About 190 of them a day reach Logicraft from handlers' portals and by email, in a dozen layouts.

Before FuelDeck™, every one of them passed through an operator, and the knowledge of how to judge them lived in a few experienced people.

FuelDeck™ was built from thirty years of fuel accounting practice to collect every record, check every quantity and flight against the airline's own schedule, and post one traceable ledger. It was built to heal itself when data arrives late, and to improve itself from every decision a person makes.

Validation is no longer a desk job. It runs on a schedule and asks for a person only when a rule cannot decide.

This report measures what happened when the operator stepped out of the loop: 21,403 live tickets for airline customers, July 1 to October 21, 2026, read from the production database.

A Managed Fuel-Data Service for Airlines

Logicraft runs FuelDeck™ on behalf of airline customers at 51 stations, most in North America and the Caribbean, as it has done by hand since 1994.

Operation Overview

The airline customers own the fuel, pay against the tickets and receive every record this study counts. FuelDeck™ validates their into-plane fuel tickets and files the posted records to each airline's fuel-management system, in its own format, on its own timetable.

Three into-plane fueling companies supply the tickets. Their four portals and feeds carry 75% of them; the other 25% arrive at a dedicated email intake. Every source is checked daily for freshness, and an empty or stale download is raised, not trusted.

The airlines changed nothing about how they receive fuel records. The operator whose daily work changed is Logicraft's.

Operation Snapshot

Service
Managed fuel-data service

Industry
Aviation fuel supply and into-plane data

Founded
1994

Headquarters
New Jersey, USA

190
Tickets a Day

51
Stations

395
Aircraft

21,403
Tickets in the Beta

The Calls Only a Person Could Make

The Challenge

Every ticket passed through an operator. The hard parts were not data entry. They were judgement calls: which flight and which day an overnight uplift belongs to, whether two tickets are two trucks or one duplicate, which quantity basis the airline expects.

The rules for each station and airline were conventions, not configuration. Hand-offs and training were slow, and a new operator could not be left alone with the queue. The knowledge that made the service reliable lived in a few experienced heads.

Growth made this worse, not better: more stations, more layouts and more sources meant more time collecting, opening and routing files before any judgement could be made.

Four Pain Points

Flight and Day Attribution

Overnight departures, repeated flight numbers, aircraft swaps and tail-number aliases. A ticket written at 23:40 local can belong to the next day's flight.

Fragmented Intake

Three handlers' four portals and feeds and an email inbox, each with its own layout, naming and timing. Someone had to collect, open and route every file.

Duplicates vs. Split Deliveries

Handlers re-send tickets; two tickets on one flight can be two trucks on one uplift or a genuine duplicate. Telling them apart meant reading both.

Knowledge in a Few Heads

The rules for each station and airline were conventions, not configuration, so training was slow and no new operator could be left alone with the queue.

Operator First, Then Unattended

Before switching anything off, Logicraft set out what the beta had to prove: post live tickets on its own, at the rate reached with an operator present, with the airlines' records unchanged.

Beta Goals

The beta ran in two phases on the same pipeline and the same live customer tickets. In the first, every machine decision was made with an operator present. In the second, the same decisions ran on schedule with nobody logged in.

The touchless rate was measured across both phases with one set of definitions, so the unattended phase could be judged against the supervised one rather than against a promise. Every pin, override and correction a person made was recorded on the ticket, so nothing counted as touchless by omission.

The goal was never to remove people from the process. It was to make sure that a person sees only the ticket the rules genuinely cannot decide.

Beta Objectives

01 **Hold the Touchless Rate**

Post at least as many tickets with no human touch as the supervised phase did.

02 **Take the Operator Out**

Validate and post on a schedule with nobody logged in to the queue.

03 **Keep the Records Unchanged**

Deliver the same files, in the same formats, to the same airline systems.

04 **Leave Nothing Uncounted**

Record every human decision on the ticket so the measure cannot flatter itself.

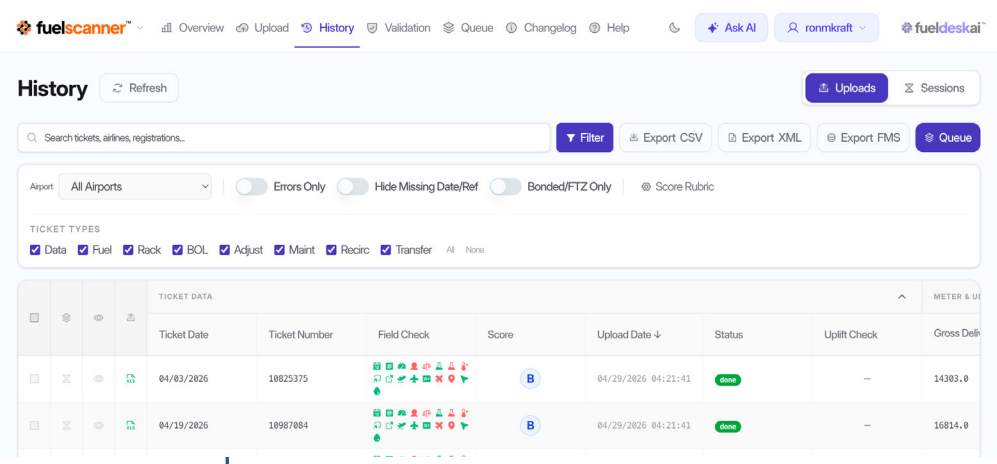
Four Gates Before Anything Posts

Approach

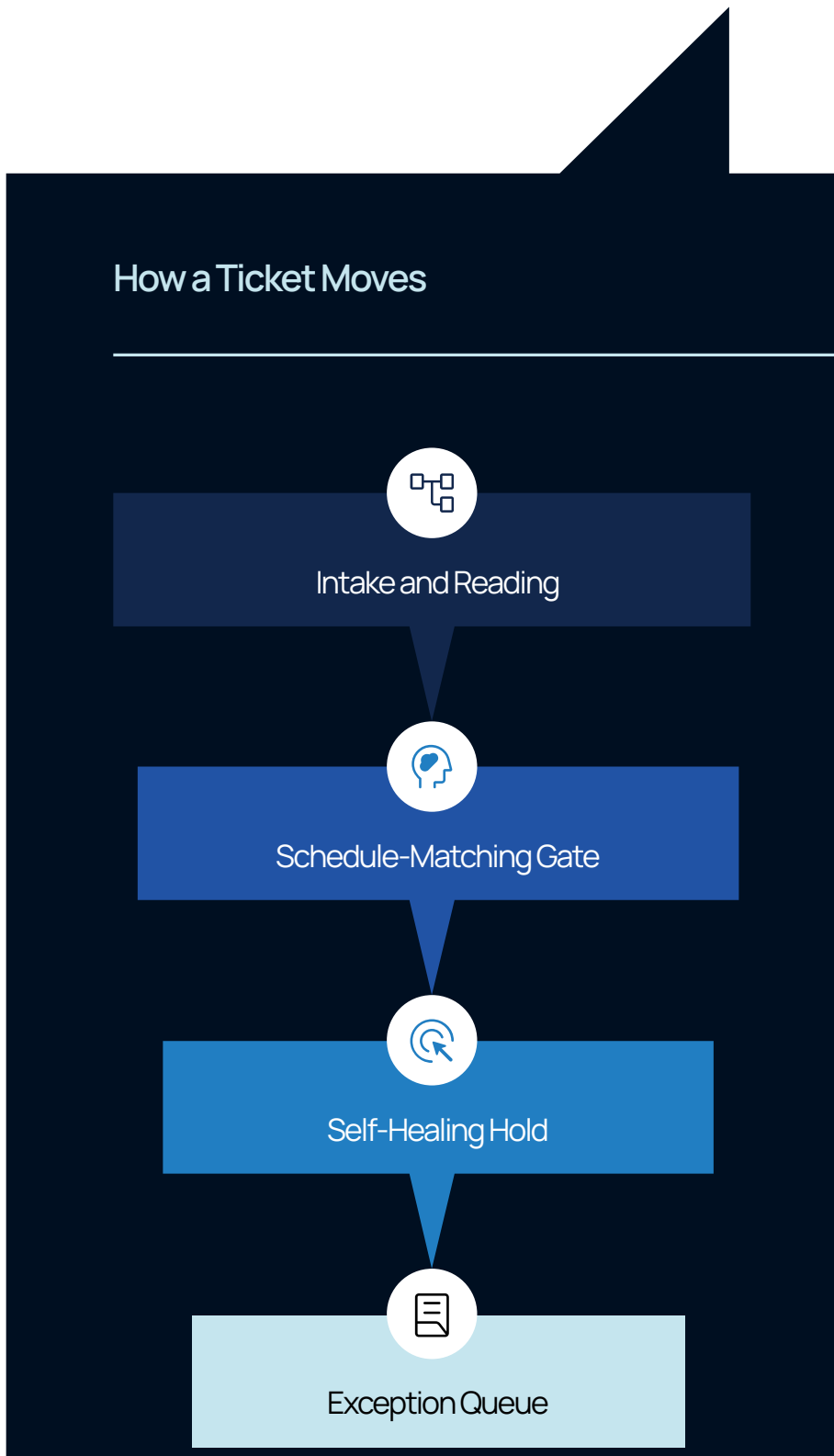
FuelDeck™ checks every ticket before it posts: the customer's own field rules, flight identity against live departure data, a mandatory match to the airline's published schedule, and an anomaly screen against uplift history. A ticket that fails a gate is held with the reason.

A held ticket is not a task for a person. It is re-tried every time new schedule or flight data arrives, and split deliveries are recognized and paired, so most holds clear on their own without anyone seeing them. A ticket that was wrong this morning is right tonight, with no one having touched it.

Every decision a person does make is recorded with its reason and teaches the system, so the same case does not come back to the queue as a new question.



The approach replaces a review of every ticket with a review of the exception, and makes each exception the last of its kind.



Each stage hands the ticket to the next only when it passes. The exception queue is the last stage, not the first: it receives the ticket the rules could not decide, and that decision is written back to the ticket.

Sixteen Weeks from Supervised to Unattended

How the Beta Ran

The beta started on July 1, 2026 on live tickets, with an operator opening the queue each day. The queue ran the validation pass on open; the operator reviewed the result and clicked Post.

The operator was present on every ticket, but the outcome was the machine's: in July, 98.6% of tickets were posted with no edit, pin or override.

In September a stricter schedule-matching gate went live. It surfaced tickets the earlier checks would have passed, so the exception rate rose before the self-healing cleared it.

From September 23 the nightly sweep and the hourly auto-post ran with nobody logged in. The operator stopped opening the queue; the queue kept emptying.

Beta Duration
16 weeks, Jul 1 – Oct 21, 2026

Scope
21,403 live tickets, 51 stations, 395 aircraft

Sources
Three handlers' portals and feeds, one email intake

Beta Phases

PHASE 1

Operator in the Loop

July to mid-September. Every machine decision made with an operator present and clicking Post.

PHASE 2

Stricter Gate

September. The schedule-matching gate tightened; exceptions rose to 3.8% before healing.

PHASE 3

Unattended

From September 23. Nightly validation sweep and hourly auto-post, nobody logged in.

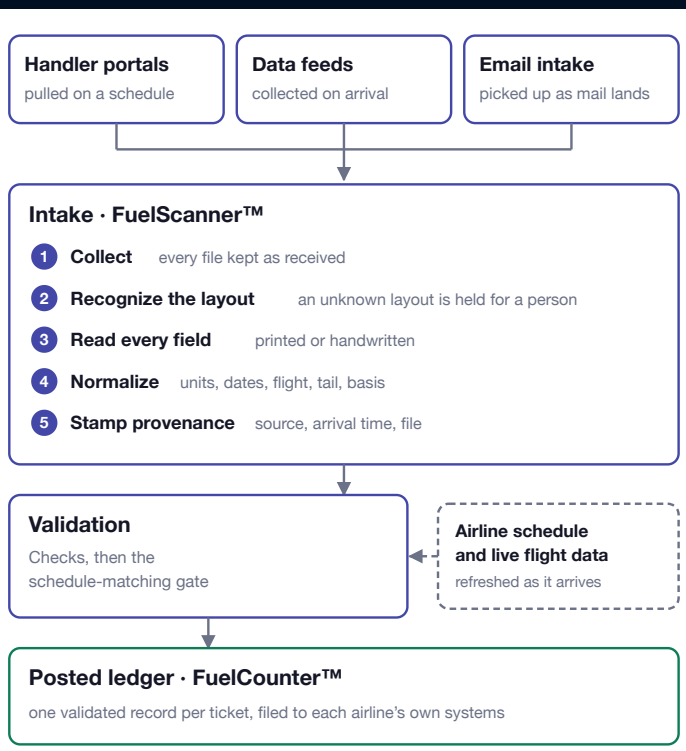
PHASE 4

Measured and Launched

October 22 read of the production database; FuelDeck™ launches on November 2, 2026.

FuelDeck™ Pipeline

FuelDeck™ collects fuel records, checks quantities and flight details, and delivers traceable data to the teams and systems that account for fuel.



Every route is watched.
A source that goes quiet raises an alert the same day, before any ticket is missed. Portal and feed credentials stay with the service.

Every ticket is traceable.
Each record carries its source, its arrival time and the file it came from, so any posted figure leads back to the original ticket.

How tickets reach FuelDeck™ · the checks themselves are the four gates

What Runs

FuelScanner™ reads every ticket as it arrives, from handler portals, feeds and the email intake, and structures it in seconds. Quantities are preserved as written and compared only on the appropriate basis, so a difference is explained before it is called a variance.

FuelCounter™ runs the gates and posts to one ledger. A re-sent report, a changed ticket and two real deliveries to one flight are three different things and are treated as three different things. Every posted transaction keeps its source reference, the original document, the review decisions and the delivery status.

The file that leaves is the ledger that was reviewed: one validated record in each airline's standard, instead of six formats by hand.

Core Components

Intake, Every Source

Email, secure file transfer, direct portal connections, direct upload and a phone camera. Every source checked daily for freshness.

Reading the Ticket

Handwritten, printed, thermal and faxed tickets read in seconds; anything the AI is unsure of goes to one-click human review.

Four Validation Gates

Field rules, flight identity, the airline's schedule and an anomaly screen against uplift history, before anything posts.

One Traceable Ledger

Posted once, delivered in A4A and IATA standard XML, with evidence on every line for the audit or the chargeback.

What Makes It Touchless

Four capabilities carried the beta: a gate that refuses to guess, tickets that heal when data arrives, rules that correct themselves from every review, and a queue that holds only genuine exceptions.

Key Capabilities

The touchless rate is not the product of one clever step. It is what happens when every ticket is checked against the airline's own schedule and nothing posts until it matches.

Late data is the normal case in fuel accounting, so a hold is a wait, not a task. The ticket is re-checked as the schedule and flight data arrive, and most holds clear with no one looking.

When a person does decide, the decision is recorded with its reason. The same case does not come back, and nothing becomes a rule without a person's sign-off.

Capability Highlights

Schedule-Matching Gate

Every ticket must match the airline's published schedule and live flight data before it can post. A ticket that does not match is held, not posted.

Self-Healing Tickets

A held ticket is re-tried as new data arrives; split deliveries are recognized and paired. Most holds clear without anyone seeing them.

Self-Correcting Rules

Every reviewer correction teaches the system, and the ledger is re-swept until the same mistake stops appearing.

An Exception Queue, Not a Review Queue

What reaches a person is only the ticket the rules could not decide: a date, a tail, a schedule mismatch.

97.9%
Touchless, October

0.1%
Needed a Person

89%
Nobody at a Keyboard

What the Beta Showed

Across 21,403 live tickets, 98% were validated and posted with no human touch, and the rate held while the operator left the loop. One ticket in seventy needed a person, and never for a quantity.

98%
Posted with No Human Touch

89%
October Tickets, Nobody at a Keyboard

0.1%
Needed a Person in October

11½
Hours of People's Time on Exceptions, Beta

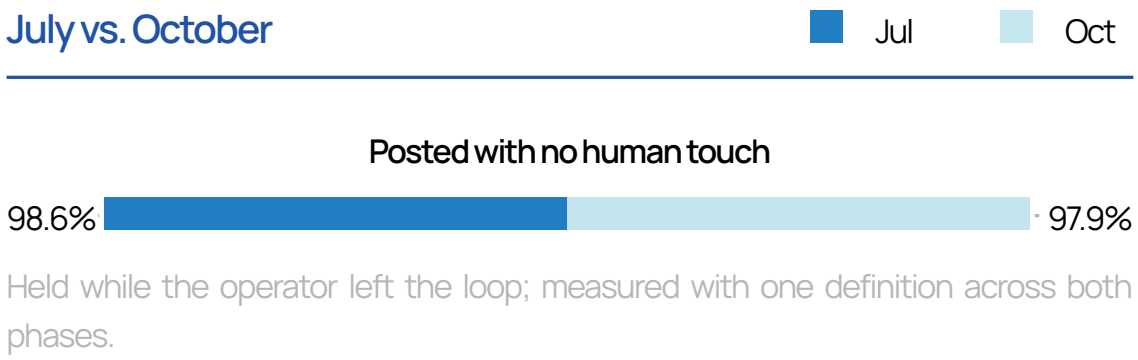
Performance Results

July, with an operator present on every ticket, posted 98.6% with no edit, pin or override. October, with nobody logged in, posted 97.9%; most of the rest were still waiting for data. The exception rate under the stricter September gate fell from 3.8% to 0.1% in one month as the held tickets healed and the rules corrected themselves.

The 300 tickets that did need a person took about 11½ hours of people's time across the whole beta, nearly all of it one operator's: 33 short sittings on 17 days, about six minutes a day, 32 minutes per 1,000 tickets. Since September 23, about 1½ hours in all. None of the 300 was a quantity correction.

The queue is still there. It is the exception path now, holds 1–2% of tickets at a time, mostly the newest waiting for data, and stays empty most days.

July vs. October



Month by Month

The Monthly Picture

The beta is measured month by month with one set of definitions, read from the production database rather than sampled, so the unattended months can be judged against the supervised ones.

July and August ran with an operator in the loop and posted 98.6% and 99.1% with no human touch. September brought the stricter gate and, on the 23rd, the hand-over to unattended operation; its exception rate rose to 3.8%. October, fully unattended, posted 97.9% touchless with 0.1% needing a person.

The unattended share rose from almost nothing in July to 69.4% in September and 88.9% in October, bounded now only by tickets an operator still posts by hand before the hourly job reaches them.

Measures Tracked

01 No Human Touch

02 Needed a Person

03 Still Held

04 Nobody at a Keyboard

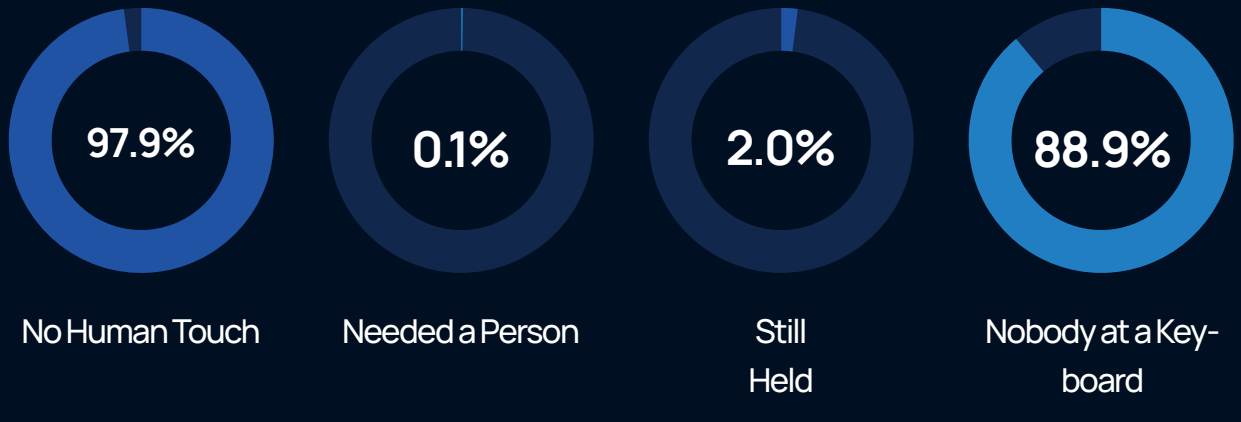
Beta Total, 21,403 Tickets

97.9% No Human Touch

1.4% Needed a Person

0.7% Still Held

October 2026, to Oct 21



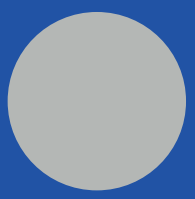
In the Operator's Words

What the Operator Says

The operator quoted is Logicraft's, because the daily routine that changed was Logicraft's. The airlines receive the same records they always have. For as long as the service has existed, the day began by opening the queue and reading every ticket until it was empty.

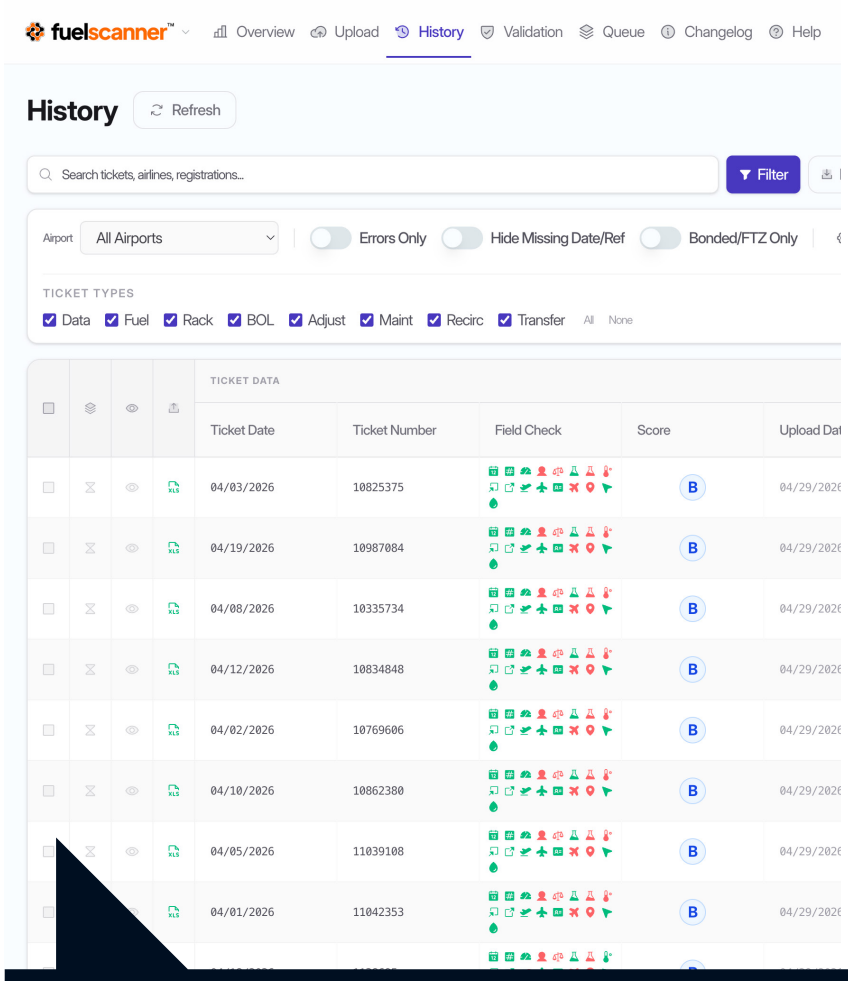
Now the queue is empty when the operator sits down. What remains is the ticket the rules were right to leave alone, and it takes under a minute to settle.

"For as long as we have done this work, the day began by opening the queue and reading every ticket until it was empty. Now the queue is already empty when we sit down, and what is left for a person is the ticket the rules were right to leave alone."



Alex Veyberman
Head of Fuel Data Operations
Logicraft

What We Learned



Lessons Learned

The beta changed how Logicraft thinks about validation. The question is no longer whether a machine can be trusted with a ticket, but which ticket genuinely needs a person, and how to make sure that one never comes back.

Four lessons stand out, and each of them applies as much to an airline's own fuel accounting team as to a managed service.

They are also why the figures in this report carry their definitions with them: a touchless rate that does not say what it counts is not a result.

01 **Define the Measure First**

One set of definitions across both phases is what lets an unattended month be judged against a supervised one.

02 **Operator First, Then Unattended**

Running the same decisions with a person present proves the machine before anyone has to trust it.

03 **A Hold Is a Wait, Not a Task**

Late data is normal. Re-check when it arrives, and most exceptions disappear without a person.

04 **Make Each Exception the Last of Its Kind**

Record the reason with every decision, and let the correction teach the system under a person's sign-off.

Key Takeaways

The exception queue did not become a second job: about 11½ hours of people's time across sixteen weeks, six minutes a day.

What Comes Next

Beyond the Beta

The beta establishes the claim this report supports: in production for airline customers, delivered as a managed service, 98% touchless on live tickets. The next measurement is an airline running FuelDeck™ on its own screens, judged with the same definitions.

The pipeline that posts the ticket is the same one that will file the duty and the tax, from the same audited record.

Now	Next	Later
In Production	**Coming H2 2026**	**Coming 1H 2027**
FuelScanner™ & FuelCounter™	DutyCounter™	FuelTaxPRO™

Where the Pipeline Goes From Here

Unattended Above 90%

October's 89% is bounded by tickets still posted by hand, not by exceptions.

A Live Touchless Measure

The definitions in this report as a standing dashboard measure, so the figure is always current.

Duty and Tax from the Same Record

DutyCounter™ and FuelTaxPRO™ report from the ledger the gates already validated.

Ask the Data in Plain English

VersoData™ answers questions over the ledger with charts back, for the teams that reconcile fuel.

fueldeck.ai™

Ready to See Tickets Post Themselves?

Every great result starts with a conversation. Tell us which tickets still need a person, and we'll show you how few should.

Schedule a Demo

Email rkraft@logicraft.com

Find us at **fueldeck.ai**

Digital Brochure

Case Study Report

/2026