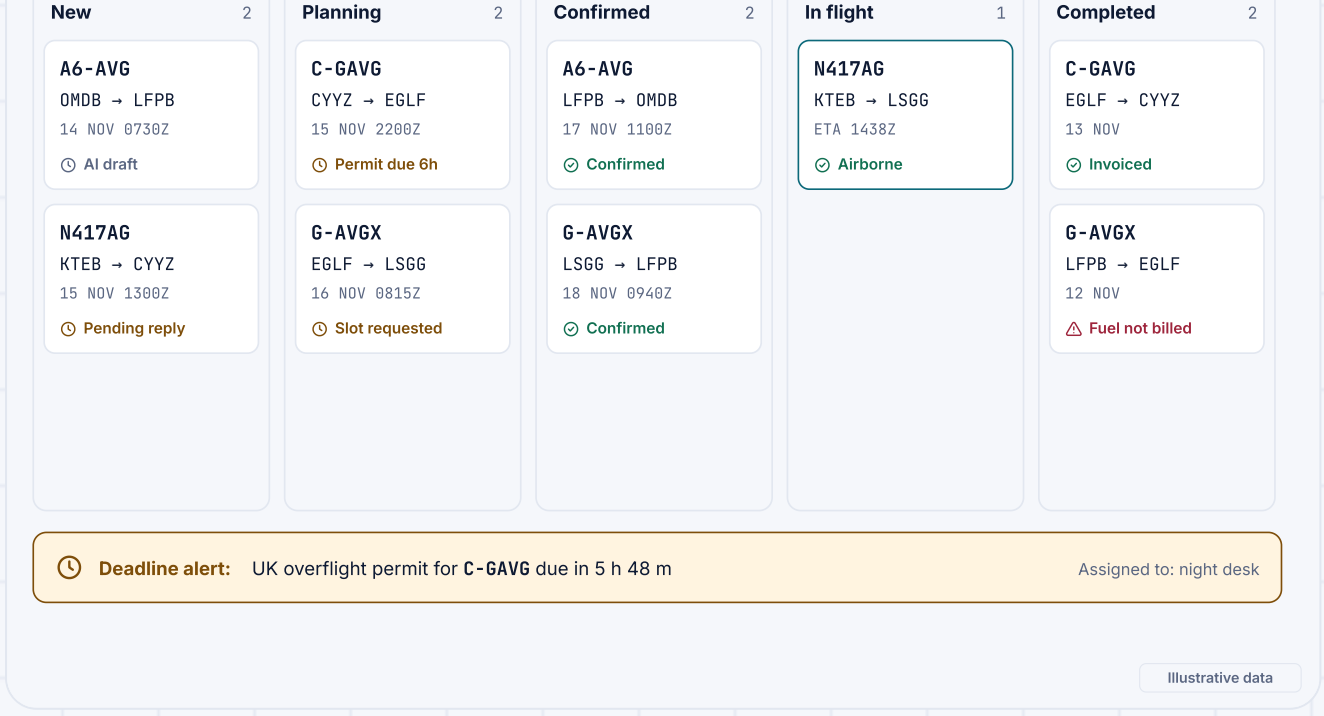
evidentVECT

WHITE PAPER · TRIP SUPPORT, FLIGHT DISPATCH AND GROUND HANDLING

The connected trip support desk: from inbox to one live board.

Where service-provider desks lose time and revenue today, a four-level maturity model to place your own desk, and a four-week plan to move off spreadsheets without stopping the operation.



EXECUTIVE SUMMARY

Most desks run on goodwill and memory. The work has outgrown both.

Trip support, dispatch and handling desks coordinate permits, slots, handlers, fuel, hotels and crews for aircraft they do not own, for many clients at once, across time zones. Most of that coordination still lives in inboxes, chat groups and a shared spreadsheet.

That setup works while volumes are small and the same people are on shift. It starts to fail as a desk grows: requests are typed in twice, deadlines sit in someone's head, a slot change in one channel never reaches the others, and services delivered on the day never make it onto the invoice.

This paper describes the work as a single lifecycle, names the five points where it most often breaks, and sets out the principles of a **connected desk**: one record per trip, deadlines with owners, UTC first, AI that proposes while people approve, and an invoice built from the services actually delivered.

01 One record per trip

Every request, change, confirmation and cost attaches to the trip, not to a mailbox or a chat group.

02 Deadlines with owners

Permit, slot and service deadlines live on a shared board with a named person, not in memory.

03 AI proposes, people approve

AI can draft trips from email and WhatsApp. A dispatcher checks and approves before anything goes live.

04 Services drive the invoice

Every confirmed service carries its cost and price, so the invoice is built from what happened.

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01 · THE WORK

One trip, seven stages, dozens of hand-offs.

A single business-aviation trip touches clients, authorities, airports and suppliers in several countries. Whatever the desk, the work follows the same lifecycle.

01
Request
By email, WhatsApp or phone: aircraft, route, dates, passengers, services.

02
Feasibility
Airport hours, curfews, PPR, slots, crew duty and fuel stops before saying yes.

03
Permits and slots
Overflight and landing permits per country, slots and parking, each with its own lead time.

04
Services
Handling, fuel, catering, hotels, transport and documents from suppliers at each airport.

05
Day of ops
Flight plan, briefing, tracking in UTC, and every late change passed on.

06
Close-out
Supplier costs reconciled and the invoice built from delivered services.

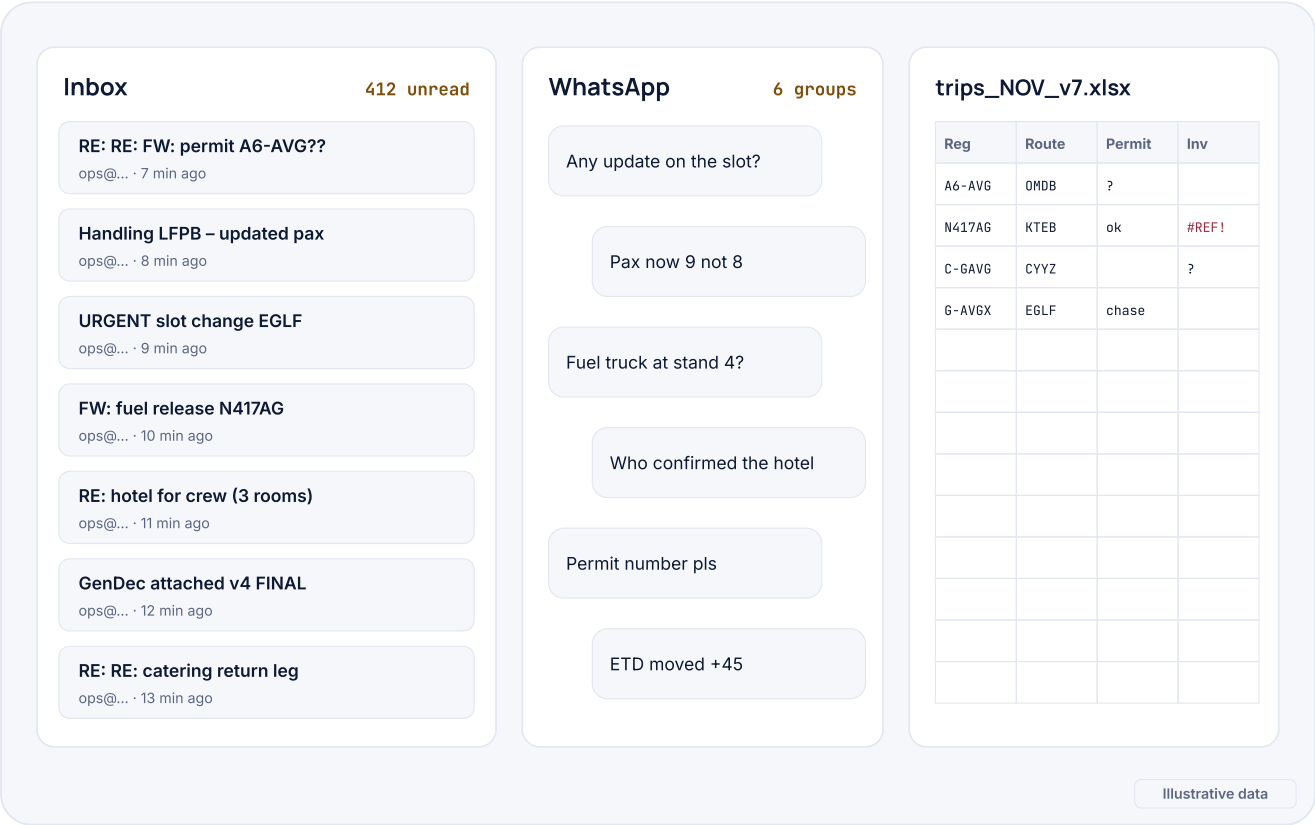
07
Report
Volume, margin and on-time confirmations per client, airport and service.

THREE KINDS OF DESK, ONE LIFECYCLE

Trip support
Plans and coordinates trips end to end for operators and owners: permits, handling, fuel, hotels and billing for every leg.

Flight dispatch
Checks feasibility, prepares flight plans and briefing packs, and tracks the fleets it dispatches.

Ground handling and FBO
Receives requests from many operators in many formats and confirms, delivers and bills each service.



How the lifecycle often looks today: the same trip spread across a shared inbox, several WhatsApp groups and a spreadsheet. Illustrative data.

Five places desks lose time and revenue.

None of these comes from a lack of skill. They come from information living in places that do not talk to each other.

01

Typing the same trip twice

A request arrives by email, is copied into the spreadsheet, then retyped into each supplier request and again into the invoice. Each copy is a chance for a wrong date or registration.

WHAT FIXES IT

Capture the request once as a structured trip, and let every later step read from it.

02

Deadlines in people's heads

Permit lead times differ by country, working week and office hours. When only one person knows that a request must leave today, a holiday or a sick day becomes a missed permit.

WHAT FIXES IT

A lead-time library per country, and every deadline on a shared board with an owner and an alert.

03

Changes that do not travel

A slot moves, the departure slips by three hours, and the permit validity window, the handler and the crew hotel all need to know. In a chat group the change reaches whoever reads it.

WHAT FIXES IT

Change the trip once; flag every permit, service and booking the change affects.

04

Services that never reach the invoice

A late catering order, an extra night at the hotel or an extra fuel uplift is arranged by phone at 0300Z. Weeks later the invoice is built from memory, and the cost is absorbed by the desk.

WHAT FIXES IT

Price every service as it is confirmed, from rate cards, and build the invoice from confirmed services.

05

Hand-overs between shifts and offices

A 24-hour desk hands over two or three times a day, often across offices. Hand-over notes in email or chat leave the next shift to rebuild the picture.

WHAT FIXES IT

One live board with each trip's status, open items and owner, so the hand-over is the board.

A quick test for your desk. Pick last week's busiest trip. How many places would you have to look, and how many people would you have to ask, to know every service delivered and whether each one is on the invoice?

03 · MATURITY MODEL

Where is your desk today?

Desks move through four levels. Each one solves the last one's biggest problem, and shows you the next one.

LEVEL	WHERE TRIPS LIVE	DEADLINES	BILLING	WHAT BREAKS NEXT
1 · Inbox and sheet	Email threads, WhatsApp groups and a spreadsheet maintained by one or two people	In memory and calendar reminders	Built at month end from emails and notes	Volume: one busy week and things are missed
2 · Shared tracker	A shared sheet or generic task tool with a row per trip and colour-coded statuses	Columns and due dates, checked by hand	Still typed in separately	Changes: one schedule change, many cells to update
3 · Workflow tool	A system with trips and tasks, but intake, suppliers and invoicing outside it	Tasks with alerts	Exported to the accounting system	Re-keying at the edges: intake, suppliers, invoices
4 · Connected desk	One record per trip, from request to invoice, with clients and suppliers connected	Lead-time library, owners and alerts on a live board	Built from confirmed services, synced to the books	Growth is limited by people and clients, not by tools

SELF-CHECK: TICK WHAT IS TRUE FOR YOUR DESK TODAY

- ☐ Every request becomes a trip record within an hour, whatever channel it came in on.
- ☐ Permit lead times per country are written down, dated and reviewed.
- ☐ Suppliers confirm in one place, not in separate threads.
- ☐ The invoice is built from confirmed services, not from memory.
- ☐ Clients can see their trip status without calling the desk.
- ☐ Anyone on shift can see every open permit and its deadline in one place.
- ☐ A schedule change shows which permits and services it affects.
- ☐ Every service has a price from a rate card when it is confirmed.
- ☐ Hand-over between shifts takes minutes and needs no separate notes.
- ☐ You can show margin per client, airport and service for last month.

Reading your score. 0–3 ticks: level 1. 4–6: level 2. 7–8: level 3. 9–10: level 4. The unticked lines are your shortlist.

Seven principles of the connected desk.

Use them to judge any process change or tool, including ours.

1 · One record per trip

Requests, legs, permits, services, documents, messages and costs all hang off the trip. Channels feed the record; they are not the record.

2 · Deadlines with owners

Every permit, slot and supplier confirmation has a due time, a named owner and an alert that reaches the person on shift.

3 · UTC first

Times are stored and shown in UTC with Z, with local time beside them. No one converts time zones in their head at 0300Z.

4 · AI proposes, people approve

AI reads requests and drafts trips. A dispatcher checks every draft; nothing reaches a client or supplier without a person's approval.

5 · Services drive the invoice

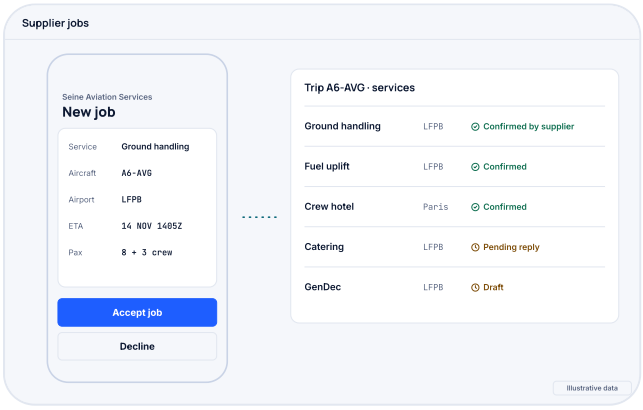
Each confirmed service carries its supplier cost and its price from your rate card, so quotes and invoices follow the work.

6 · Clients and suppliers in the loop

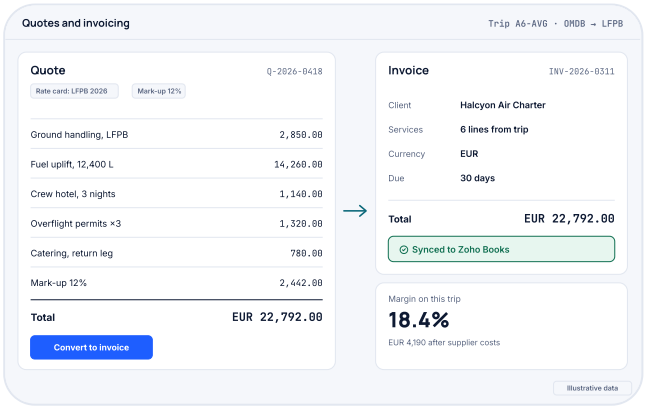
Clients request and track trips, and suppliers accept and confirm jobs, in a portal in your brand rather than in more email.

7 · Everything leaves a trail

Who changed a permit, approved a draft or edited a price, and when, is recorded. The audit log answers client questions and keeps the lead-time library honest.



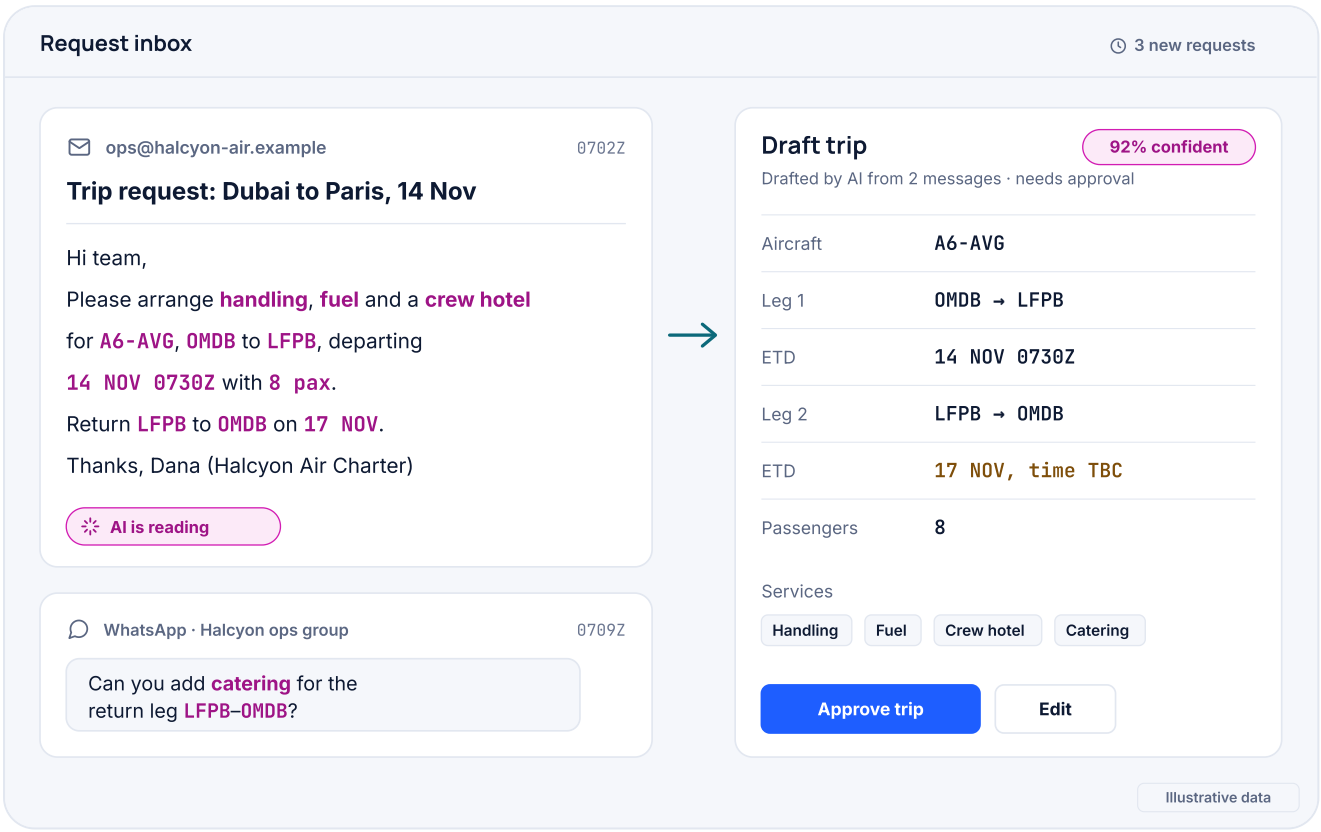
Principle 6: a supplier accepts a handling job on a phone, and the trip updates. Illustrative data.



Principle 5: confirmed services become the quote, then the invoice. Illustrative data.

Where AI helps, and where people decide.

Requests arrive as free text: an email thread, a forwarded schedule, a WhatsApp voice note typed up by a client. Turning that text into a structured trip is slow, repetitive work, and a good fit for AI. Approving the trip is not.



AI intake: an email and a WhatsApp message become one draft trip with aircraft, legs, times, passengers and services, waiting for a dispatcher's approval. Illustrative data.

AI is good at

- Reading requests and extracting registration, route, dates, times and services
- Joining a follow-up message to the right trip
- Drafting supplier requests and client updates for review
- Spotting what is missing: no passenger count, no return date

People decide

- Whether the trip is feasible and safe to accept
- What is sent to clients, authorities and suppliers
- Prices, exceptions and anything unusual
- When a draft is wrong, and correcting it

Questions to ask about any AI feature. Does it show its confidence and its sources? Can a person correct every field before approval? Is every approval logged with a name? Is client data kept out of training public models, and where is it stored?

A buyer's checklist for service-provider desks.

Most aviation software starts from the aircraft operator. A service provider has many clients, many aircraft and many suppliers. Ask every vendor these questions, and ask to see them with your own requests.

Operations

- [ ] Can one board show every client's trips, with status per permit and service?
- [ ] Are times stored in UTC and shown with local time?
- [ ] Does a schedule change flag the permits and services it affects?

Permits and services

- [ ] Is there a lead-time library per country, with dates and owners?
- [ ] Do suppliers confirm jobs in the system, not by email?
- [ ] Are document expiry dates tracked against each trip?

Commercial

- [ ] Can rate cards be set per airport, supplier and client, with mark-up rules?
- [ ] Is the invoice built from confirmed services?
- [ ] Does it sync to the accounting system you already use?

Clients and suppliers

- [ ] Can clients request and track trips in a portal in your brand and domain?
- [ ] Can suppliers accept jobs on a phone without training?
- [ ] Does each client see only their own trips?

Security

- [ ] Is each company's data in a separate tenant, with role-based access?
- [ ] Single sign-on, an audit log, and encryption in transit and at rest?
- [ ] Can you export all your data at any time?

Onboarding

- [ ] Will the vendor load your clients, suppliers and rate cards with you?
- [ ] Can you run in parallel with the spreadsheet before switching?
- [ ] Is pricing sized for a desk of your size, from 3 to 50 people?

Test it on your own work. A demo with the vendor's sample data shows the vendor's best case. Ask for these four things instead:

- Forward three real requests from last week, including a messy one, and watch what becomes of them.
- Move a departure by three hours and see which permits, slots and services the system flags.
- Open a completed trip and ask for its invoice: is every delivered service on it, with its cost?
- Log in as one of your clients, then as a supplier. Would they use it without a phone call?

Moving off spreadsheets in four weeks.

The operation cannot stop while you change how it runs. This plan never asks it to: the spreadsheet stays live until the new board has handled a full week with nothing missed.

WEEK 1

Map what you have

List where requests arrive and every column in the spreadsheet. Mark which columns are statuses and which are data.

WEEK 2

Load reference data

Import clients, suppliers by airport, rate cards and your permit lead-time library. This is what makes the rest fast.

WEEK 3

Run in parallel

Connect the shared mailbox. Run one shift or one client end to end on the board, and compare at hand-over.

WEEK 4

Switch and retire

Move the rest of the desk. Freeze the spreadsheet read-only. Route WhatsApp requests into the board.

MEASURE YOUR OWN BEFORE AND AFTER

MEASURE	HOW TO COUNT IT	TWO WEEKS BEFORE	TWO WEEKS AFTER
Request to approved trip	Median time from first message to an approved trip		
Deadlines met	Permits and services confirmed before their deadline		
Services billed	Services on the invoice compared with services delivered		
Hand-over time	Minutes spent on hand-over per shift		

Rule for the lead-time library. For each leg, take the longest lead time among the countries on the routing, add that country's weekend and holiday days, and add a day of margin for your own review. That date is when the permit request must leave your desk. Lead times change: confirm them with the authority's AIP or your local agent before every new routing.

HOW EVIDENTVECT FITS

Built for the desk, not the aircraft.

evidentVECT is the operations platform for trip support, dispatch and handling desks of 3 to 50 people. It puts the seven principles into one product.

AI request intake

Email and WhatsApp requests become draft trips for approval.

Live operations board

Every trip, permit, slot and service, with UTC and local time.

Permits and slots

Lead-time library, checklists, validity and expiry alerts.

Services

Suppliers confirm handling, fuel and hotels in their portal.

Quotes and invoices

Rate cards to quotes to invoices, synced to Zoho Books.

White-label portals

Clients and suppliers work in your brand, on your domain.

70%

less typing per trip TARGET

0

missed permits TARGET

2×

trips with the same team TARGET

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