



## Frequently Asked Questions

### What is the Schedule Reference Service (SRS)?

- The Schedules Reference Service (SRS) is the brand name for a neutral source of airlines schedules data collected, updated and maintained by Innovata and marketed and distributed to the aviation and related industries in association with IATA.

### Why has it been set up?

- The SRS was created to provide a secure and high quality service for the collection, validation, consolidation and distribution of airline schedules and related data.

### What other data is available with the SRS?

In addition to airline schedules data, the SRS provides the following data files

IATA Airline codes

IATA Airport codes

IATA Aircraft Equipment codes

DST/Country Time Zones

Aircraft seating configuration (by airline and aircraft sub-type)

### How was Innovata selected to be the service provider for the SRS?

- The original concept for the SRS was for an IATA industry owned and operated service. Following a competitive tender process in 2002, Innovata was selected by IATA and a committee of airline industry experts to be the service provider for this initiative. However, various industry related circumstances led to a review and rethink of the SRS concept, and subsequently in 2003 an agreement was reached with Innovata that the initial launch of the SRS concept would be as a service **owned and managed** by Innovata and **marketed in association** with IATA. This agreement between IATA and Innovata assured that the originally conceived service objectives of the SRS would be met in full, thus benefiting the industry by offering a neutral and comprehensive, worldwide schedules database conforming in all respects to current industry specified schedules data standards and processes.

### How many airline schedules are currently featured in the SRS?

- There are currently over 930 airlines in the SRS database submitting passenger and cargo schedules and this number is growing as non-participating carriers and new start-ups submit their schedules to the SRS. Please contact [SRSInfo@Innovata-LLC.com](mailto:SRSInfo@Innovata-LLC.com) for further information.

### What are the benefits of the SRS for my company?

- The SRS offers many benefits to your company. The SRS will:
  - Provide a secure supply of schedules and related data to all users.
  - Reduce costs related to schedule management and distribution.
  - Maintain a robust, stable, cost-effective, and neutral schedule collection and distribution service for the industry.
  - Increase e-commerce opportunities to maximize product distribution and reduce related costs.
  - Quality assured schedules can be provided to participating providers in SSIM or standard CSV file, which can be imported into most off the shelf applications.

### What is the preferred file type for schedules updates to the SRS?

- Though SSIM is the preferred method for schedule updates, the SRS will accept the file in any format provided by the carriers. Carriers are encouraged to file updates in a consistent electronic format via FTP or e-mail. Faxes, TTY messages, and other hardcopy formats (e.g. Excel or Word documents) are accepted.
- Innovata can also provide a desktop based software application which enables airlines to maintain their schedules, make updates and then create a SSIM formatted file automatically for external distribution to the SRS database and other parties. ***This software has been specifically designed to help those airlines that do not have the capability to create SSIM formatted files.*** Please contact [raborn@innovata-LLC.com](mailto:raborn@innovata-LLC.com) for more information.

### Which transmission methods and which formats are available for updating the SRS?

- Though some type of electronic format is preferred – FTP Transfer, e-mail, TTY message, and the SRS will also accept schedule updates by fax and hardcopy submission by mail.

### How often should I send updates?

- It is very important that schedules files should be updated **as frequently as changes are made to your schedules**. The schedules contained in the SRS database are used in over 120 client timetables hosted and managed by Innovata and are also supplied to several reservation systems and so with your help, we would like to ensure that we are always distributing and displaying your most current schedules to the industry.

## Where should I send my updates?

- Updated electronic files should be sent to [IATA.SRS@Innovata-LLC.com](mailto:IATA.SRS@Innovata-LLC.com).

Updates can also be sent to:

Fax: +1 770 614 4902

TTY: ATLDSD

For information on FTP transfer, please contact Robin Aborn at +1 770 614 4900 ext 239 or [raborn@innovata-llc.com](mailto:raborn@innovata-llc.com).

## Who should I contact with any questions or issues on my schedules updates?

- If you have any questions or issues about your schedules updates, please contact Robin Aborn at +1 770 614 4900 ext. 239 or [raborn@innovata-llc.com](mailto:raborn@innovata-llc.com).

## Is there a help desk or customer service desk?

- The SRS provides 24/7 coverage for your assistance. Please call our worldwide toll free number at +1 888 639 8011 to talk to a customer service representative.

## What quality checks does the SRS perform?

- Innovata performs two types of quality checks on schedule data - SSIM edits and data edits. SSIM quality edits are performed on all files submitted in SSIM format. ***Data quality edits are performed twice on all schedule files regardless of the format used for submission.*** Additionally, specific manual checks are performed on non-SSIM submissions.

Innovata's detailed data quality edits perform numerous checks on data entered into the system. A summarized list of quality checks include:

- Validity of IATA codes (station codes, equipment types, airline codes, etc.)
- Validity of all required data
- Validity of optional data
- Flight duration
- Segment continuity
- Missing data
- Date and time continuity
- Other data checks

Any discrepancies found are highlighted and discussed with the submitting airline for clarification, verification and any corrections required are carried out before processing for inclusion in the SRS database.

## What quality reports or feedback is available from the SRS regarding my company's schedules updates?

- The SRS provides 3 electronic edit reports for your review, which will be available to you after your schedules updates are processed.
  - The **Duplicate Flight Leg Report** contains non-suppressed, non-stop flight legs that are overlapping in operation for at least one day based on the departure station, arrival station, departure time, arrival time, and equipment type.
  - The **Variance Report** flags any anomalies within a flight segment in reference to the markets, distance flown and elapsed time. This report

- verifies that the correct equipment codes and station codes are used.
  - Exceptional time variances for a flight are verified and corrected.
- The **Operational Gap Report** consists of the total flying time and total number of departures per day for a 52-week period. This report verifies missing schedule data such as codeshare information, commuter flights and major seasonal schedules changes or resulting from special circumstances.

If you would like copies of any of these reports, which are run every time an airline submits a schedules update to the SRS, please contact Robin Aborn at +1 770 614 4900 ext. 239 or [raborn@innovata-llc.com](mailto:raborn@innovata-llc.com).

### Does the SRS handle Ad-Hoc Schedule Messages (ASM)/ Standard Schedule Messages (SSM) messaging?

- Yes, we encourage you to send us ASM/SSM messaging for Passenger Record Booking Designator PRBD changes and updates in particular. Messages can be sent via e-mail to [IATA.SRS@Innovata-LLC.com](mailto:IATA.SRS@Innovata-LLC.com) or TTY: ATLDSD.

### What data does the SRS require?

- For airlines **not submitting a SSIM file** we need you to ensure your schedules submission contains the following items in each file update please::
  - Time Mode
  - Flight Number
  - Effective Date
  - Discontinue Date
  - Days of Operation
  - Departure Station
  - Aircraft Departure Time
  - Passenger Departure Time (if different from Aircraft Departure Time)
  - Departure Terminal
  - Arrival Station
  - Aircraft Arrival Time
  - Passenger Arrival Time (if different from the Aircraft Arrival Time)
  - Arrival Terminal
  - Service Type
  - Equipment Code
  - Meal Service
  - Codeshare information including operating and marketing flight information
  - Passenger Reservation Booking Designators or Booking Classes (if applicable)
  - Electronic ticketing indicator
  - Traffic Restrictions (if applicable)
  - In-Flight Service Information

### Our airline does not have Standard Schedules Information Manual (SSIM) capability. How can the SRS help me?

- For carriers without SSIM capability, SRS offers a Desktop SSIM editor, which is a desktop application that allows airlines to maintain and update their schedules, and then create a SSIM file automatically to send schedules updates to the SRS database and other interested parties. Innovata also provides custom training classes for airline employees who need to gain or refresh their knowledge of SSIM Chapter 7. For more information on the Desktop SSIM Editor or Innovata's SSIM training classes please contact Robin Aborn at +1 770 614 4912 or by email [raborn@innovata-llc.com](mailto:raborn@innovata-llc.com).

**Is there a fee to update the SRS and have my schedules included in its database?**

- **NO**, there are no fees to be included in the SRS database or to update the SRS, or to have your schedules included for distribution in over 120 Internet timetable displays that Innovata hosts and manages for its worldwide clients, or in the various airline reservation systems we feed airline schedules data to. For many of these timetable services we also provide a hyperlink from your schedule listings in the timetable directly to your website for users to book travel with your airline.

**Are any other services planned for the SRS?**

- **Yes**, a development program is in place for adding products and services to the SRS. To ensure you receive details of these when they become available please provide your contact information to [SRSInfo@Innovata-LLC.com](mailto:SRSInfo@Innovata-LLC.com) to be included on our mailing list and receive our newsletter which announces all new products and services.