



Frequently Asked Questions

Q1: What is OAG OnDemand?

A1: **OAG OnDemand** is a new and improved live web service link to OAG schedules data. It is designed to allow users to access only the data they need to power their own travel tools, applications and websites.

Q2: What is a Web Service?

A2: A Web Service is an industry standard for accessing data real time over the internet. It is a cost effective and efficient way to make information available to those that need it. The technologies used are industry standard eXtensible Mark-up Language (XML) and Simple Object Access Protocol (SOAP).

Q3: What is OAG schedules data?

A3: OAG is known throughout the travel industry as the trusted source of independent airline schedules information. We collate worldwide passenger and cargo schedules information from over 1,000 airlines around the globe. All data received into OAG is passed through a series of rigorous continuity and validation checks to ensure the data is of the highest quality. Through our wide range of products and services we supply the biggest and brightest businesses throughout the travel industry with the most comprehensive, accurate and reliable schedules, reference and connections data available.

Q4: What data is available via OAG OnDemand?

A4: **OAG OnDemand** provides instant access to worldwide scheduled passenger flights for the next 12 months ahead. Refreshed on a daily basis, all data is sourced from OAG's extensive database of over 1,000 airlines.

Q5: What data selection options are available via OAG OnDemand?

A5: There are 3 core lookup options you can use:

- Direct flight schedules lookup (based on city/airport pair and single date or date range)
- Connection schedules lookup – either single or double connections (based on city/airport pair and single date)
- Flight number lookup (based on flight number and single date)

Depending on which lookup request you use, there are a number of optional parameter settings you can use to further specify the data request.

The adjustable parameter options are: (Please refer to the **OAG OnDemand** Web Service User Guide for full details and default values)

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|---|---|-------------------------------------|
| • Departure city code / airport code | • Maximum elapsed time | • Include inter-airport connections |
| • Arrival city code / airport code | • Connection type (include or exclude LCCs) | • Maximum connecting routes |
| • Via city code(s) / airport code(s) (for connection lookups) | • Departure date | • Sort results by: |
| • Preferred carriers | • Departure time | - Departure time (default) |
| • Maximum circuitry | • One way or return | - Arrival time |
| • Minimum and maximum connecting times | • Use outbound route for return | - Elapsed time |
| | • Online connections only | |

For more information, please visit our website www.oagaviation.com





Q6: How many preferred carriers can I select in any search?

A6: You can specify operating carriers per flight leg. There is no limit to the number of carriers you can select, so you can list as many carriers as you like. The default setting will include all carriers.

Q7: What is maximum circuitry?

A7: Circuitry is the ratio of the distance traveled on a connection (leg1 + leg2 etc), against the great circle distance between the origin and final destination point. For connection building a maximum circuitry needs to be applied to eliminate ineffective connection results: for example, traveling from Los Angeles to London, UK, then back to Hawaii.

When using **OAG OnDemand**, connection routes above the max circuitry value will be eliminated during the dynamic build process so you can be sure only the best connection results are returned.

Q8: What is the difference between online and interline connections?

A8: Online connections are those in which the same airline operates each leg of the connection, e.g. BA on to BA.

Interline connections are those where different carriers operate each leg. e.g. BA on to AF on to JL

The **OAG OnDemand** default is set to interline.

Q9: What are inter-airport connections?

A9: Inter-airport connections are those that connect at different airports within the same city, e.g. leg1 arrives in LHR (London Heathrow), but leg 2 departs from LGW (London Gatwick)

Q10: What Low Cost Carrier connection options are available?

A10: **OAG OnDemand** will dynamically build and return single and double connections.

You can choose to build standard connections without LCCs, e.g. BA onto AA; or connections that will include a LCC on at least one leg; or connections that are a mixture of both.

We use a standard MCT of 3 hours for LCC connection building.

The response XML includes a LCC indicator so that you can identify which flight legs are operated by a LCC.

Q11: Why can't I search for connections over a date range?

A11: Connection searches have to be limited to a single date because **OAG OnDemand** builds connections in real time. Even for single date searches, the system has a vast amount of data to process in order to select, build, edit and return valid connection results. If we were to expand the search over a wider date range we couldn't guarantee the response performance would not be impacted.

Q12: How is OAG OnDemand different to OAG Schedules Web Services?

A12: We have made some significant improvements to the core functionality offered via **OAG OnDemand**.

Customers will notice two key advancements are:

- dynamic double connection building
- optional LCC connection building

OAG OnDemand also offers customers much more flexibility and control over the connection building parameters, allowing them to achieve the results they need first time every time.



Q13: Do I need to implement any particular technology?

A13: **OAG OnDemand** customers need to build a process to call the OnDemand SOAP WSDL interface and handle the XML response.

We provide full technical support documentation, including the schema definition, to all **OAG OnDemand** customers and free trialists.

Q14: I am an OAG Schedules Web Service customer. Can I use OAG OnDemand?

A14: Just contact your OAG Account Manager, or email ContactUs@oag.com and we can help you get started.

As **OAG OnDemand** has been developed on a totally new platform you will need to make some changes to your current call and response process. We can supply you full technical documentation upon request.

Q15: Is it possible to see OAG OnDemand in action first?

A15: Yes. We have a fully functioning test harness application that has a preset interface you can use to demo the various parameter sets and lookup options available.

Q16: Is there a free trial to OAG OnDemand?

A16: Yes. You can request a 14-day free trial to **OAG OnDemand**, which includes access to the test application, or you can request a demo from a member of our experienced sales team.

Feel free to contact us for further information.

Q17: What is the charging mechanism for OAG OnDemand?

A17: The cost of the service is based on transactions, although there is a minimum fee that enables OAG to cover the cost of set up, and ongoing system maintenance etc. Our scalable pricing model means that the cost of the service should be in direct proportion with your service requirements.