



Frequently Asked Questions

Q1: What is OAG alerts?

A1: OAG alerts is an automated tool that delivers instant notification about actual changes to airline schedules. As soon as OAG receives a schedule change from a carrier, we identify what has changed, verify it and post the information online for customers to view. Customers can also elect to receive a regular summary report by email that will let them know if alerts have been posted online.

Q2: Who should use OAG alerts?

A2: Anyone who needs to know about schedule changes at the earliest opportunity. OAG alerts is perfectly designed for business users at the heart of the travel and aviation industries: from airline **revenue management** and **network planning** teams, to airport **route development**, **ground handling** and business planning managers, **consultants**, **tourism boards** and more.

Q3: How can OAG alerts help me?

A3: OAG alerts is a unique solution for modern aviation professionals, designed to eliminate time-consuming, manual effort spent trying to understand where the next big opportunity – or risk – is coming from.

OAG alerts is your own personal assistant that will automatically monitor the **carriers**, **airports**, **routes** and **code share** partnerships that matter to you most, notifying you instantly when a change occurs, helping you to make better, faster business decisions.

Q4: How does it work?

A4: OAG alerts is powered by OAG Dynamic – the world's fastest and most sophisticated schedule distribution technology available.

Every day OAG processes up to 50,000 flight schedule changes; with OAG Dynamic we are now able to deliver these changes to our customers in real time, ensuring they have the most accurate flight information at all times.

To learn more about OAG Dynamic please visit www.oagaviation.com/dynamic

Q5: What will it notify me about?

A5: OAG alerts allows users to customize their alert parameter settings, which means you will only be notified about changes that match your settings.

For each alert you create you can choose to track by carrier, route, code share partnership or airport and then further refine your settings to track specific schedule activity and changes, including:

- New, deleted and changed routes
- New and deleted flight numbers
- Effective period and frequency changes
- Time changes
- Terminal changes
- Equipment (aircraft) changes

OAG alerts allows you to track flight schedule changes within any future period up to 360 days ahead and stores your notifications for 30 days.





Q6: Can I change my alert parameter settings?

A6: Yes, the Manage Alerts screen allows you to amend the parameter settings for any alerts you have set up. You can also delete an alert at any time.

Q7: How many alerts can I set up?

A7: You can set up and operate a maximum of 10 individual alerts at any one time. If you reach your limit you can delete an existing alert and create a new one via the Set Up Alerts screen.

Alternatively you can increase your alert limit upon request – just ask your OAG representative or email us at contactus@oag.com for more information.

Q8: Is the data reliable?

A8: YES! OAG is the world's leading aggregator and distributor of global airline schedules, with over 900 individual airline timetables on our database. We automatically apply over 400 integrity, continuity and validation checks to every update we receive, so you can be sure the data you receive is the best available.

Q9: Will I miss notifications if I'm not logged in to OAG alerts?

A9: No, OAG alerts automatically stores all your alert posts for up to 30 days, ready for you to view the next time you log in. You can also receive a regular summary report by email that will tell you if you have received any alert posts; if you are logged in to OAG alerts you can set this up via the Email Summary screen.

Q10: How do I access OAG alerts?

A10: OAG alerts is an online tool. Once you have registered we will supply you with a secure username and password and link to access the product.

Q11: Can my colleagues use my OAG alerts account?

A11: No. OAG alerts is designed to provide custom information for a single user. Due to the high volume of schedule changes that can occur on a daily basis it is not practical to share a single user account between several users.

We offer attractive multi-user licence packages. Contact your OAG representative or email contactus@oag.com for more information.

Q12: Will my notifications be saved if I delete my alert(s)?

A12: No. Once you delete an alert from the Manage Alerts screen all your existing notifications for that alert will automatically be deleted from the product. You will not be able to retrieve your alert once it has been deleted. We recommend you export your notification results before you delete an alert from your account.

Q13: Can I export my notifications to Excel?

A13: Yes. You will find two export options at the bottom of your View Alerts screen:

1. Export Current – this allows you to export the data from the page you are currently viewing
2. Export All – this allows you to export data from all pages (if applicable)

Remember to select the "Show All Details" checkbox before you export to Excel to ensure all flight details are captured.

You can export your results as often as you need.

Your notifications will not be available to view and/or export after 30 days.





Q14: On my notifications why are some flight numbers marked with an asterisk (e.g. ZZ 123*)?

A14: Flight numbers that are marked with an asterisk are non-operational (marketing) flights that are actually operated by a different carrier / flight number.

Operational flights do not display an asterisk against the flight number.

Q15: Why are the start / end date fields displaying 'null' in my export spreadsheet?

A15: This means there is no start and/or end date applied to the flight on our database. The flight is open-dated.

Q16: What is Service Type information?

A16: Service Type is an industry standard used to identify whether the flight is a passenger or cargo/mail operation, scheduled, charter or other. For a full list of all IATA Service Type codes and descriptions please consult the IATA Standard Schedules Information Manual.

Quick Reference Guide:

Service Type code 'J' denotes scheduled passenger, normal service

Service Type code 'G' denotes additional flight passenger, normal service

Service Type code 'F' denotes pure cargo/mail service

Service Type code 'C' denotes pure charter passenger service

To register, please go to www.oagaviation/airportalerts

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

contactus@oag.com

Americas US: 1-800-DIAL OAG / 1-630-515-5307
Europe, Middle East, Africa: +44 (0) 1582 695050
Asia Pacific: +65 6395 5868



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