

Checklist for Airlines and Handling Agents

Introduction

The purpose of this checklist is to ensure effective cooperation between Avinor and the airline regarding data sharing. Delays, incorrect, or missing data can lead to significant issues, such as delays in invoicing, incorrect invoicing, system errors, and operational challenges that may impact passengers, airlines, handling agents, and Avinor.

This checklist has been created to align expectations for data submission and accuracy. If anything is unclear or there are data points you are unable to provide, it is crucial to address these issues as soon as possible to avoid disruptions.

Questions? ado@avinor.no

General Contact Information

1. Handling Agent Contact Details

- Ensure the contact details for the handling agent are up to date.
- Include the **operations centre contact details** for the airline for urgent data requests (e.g., phone number and email).

2. Airline Representative Contact Details (if applicable)

- Provide contact details for the airline representative who can assist with operational questions and requests for missing data.

3. Informing ADO of Contact Changes

- Notify the Aviation Data Office (ado@avinor.no) immediately if there are changes to contact persons.

Departure Control System (DCS)

4. Name of Departure Control System (DCS)

- Specify the DCS used by the airline or handling agent.
- This is relevant for collecting passenger estimates.

Route Program and Deadlines

5. Route Program Submission

- Submit the route program via **SSIM** or **SSM**. Please note that codeshare must also be included.

6. Deadlines for Route Program Submission

- **SSIM:** Submit three weeks before the start of the summer and winter programs (i.e., three weeks before the last Sunday in March and the last Sunday in October).
- **SSM:** Submit at least 24 hours before departure.
- *Please note that slot deadlines are separate from this checklist and still apply.*

7. ADO to send out reminders

- ADO will contact the airline in advance to remind them of submission deadlines for summer and winter program

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Passenger and Baggage Data

8. Passenger Numbers per Flight

- Ensure accurate reporting of passenger numbers for each flight.

9. Baggage Data

- Provide **BSM (Baggage Source Message)** for terminating bags.

10. Assistance Messages

- Ensure the following messages are sent as required:
 - **PSM (Passenger Service Message)**
 - **PAL (Passenger Assistance List)**
 - **CAL (Change Assistance List)**

11. Load and Movement Messages

- Ensure the following messages are sent as required:
 - **LDM (Load Message)**
 - **CPM (Container/Palett Message)**
 - **MVT (Movement Message)**
 - **DIV (Diversion Message)**
 - **PTM (Passenger Transfer Message)**