



Frequently asked questions

1. *Question: What is Full Service Model (FSM)?*

Answer: FSM is an industry initiative which brings together key players in the rail and distribution sectors who are committed to delivering better IT solutions for B2B distribution, with the overall objective of improving experiences for consumers. The FSM initiative has developed IT specifications that make rail distribution systems interoperable (API) and more efficient.

2. *How will consumers be able to use FSM?*

FSM is not a consumer product, it are specifications available for technical interfaces used by B2B Distributors and Rail Service Providers. It is a standard that may be used behind the scenes in B2B distribution based on individual commercial agreements

3. *When will FSM be implemented?*

FSM is working hard to expand knowledge of and awareness about the initiative amongst all stakeholders. Our objective is to share information about the specifications as Open Source as widely as possible and ensure that implementation will be undertaken by volunteer Distributor and Rail Service Providers based to their own roadmaps.

4. *Who will implement first FSM?*

There are several companies who are actively engaged in rolling out this standard currently.

5. *How can I use FSM?*

The specifications will be provided free of charge and will be available for download online. To get access to the documentation participants will need to register their company details.

6. *Do I need to implement FSM completely?*

FSM offers solutions that cover the whole distribution value chain. However, it is an open solution and each company can decide whether it implements parts of it or to start with a partial implementation.

7. *Can I make changes to FSM?*

Yes, you can. However, we request you to report any changes to the FSM initiative to ensure continued interoperability and consistency. We have set up a process to receive feedback and update FSM.

8. *How will FSM help through ticketing?*

FSM does not impose a common ticket format, but the FSM interfaces carry all necessary information for the Distributor to issue a single support for the entitlements, if the Rail Service Providers and Ticket Control Organisations involved in a rail trip are able to use standardised ticket formats like online tickets according to the UIC Leaflet 918.3 (. Precondition for through ticketing are commercial agreements with (a) Rail Service Provider(s).

9. *How does FSM relate to European regulation like TAP-TSI?*

It is an objective of FSM to rely on TAP TSI and fill some gaps going beyond the regulations. Thus, FSM players shall make available all FSM Reference Data using their own preferred coding for the same data (rail service providers own coding or the one used in TAP TSI Retail Reference Data) and their own preferred access mode (peer to peer or through TAP TSI Retail Reference Data service). Reference Data establishes data structure which is quite stable and shall be used by most or all systems participating FSM in the same way.