

# GROUND HANDLING BULLETIN



**01FEB2025**

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## PASSENGER & BAGGAGE

### SAFETY

#### Changed Boarding Procedure on ATR

As informed via Ground handling Alert, 15JAN2025 the boarding process on ATR was changed so it is mandatory to board row 1-10 first, when aircraft is short parked at gate.

The boarding phase is very important. Therefore, it is important to establish contact between gate staff and crew before the boarding starts.

#### The following apply:

- Establish contact with the crew before boarding.
- (Aircraft shall be loaded first in forward compartment).
- (Due to tail tipping sensitive, start with loading of 15 pieces of baggage in forward compartment before boarding, if possible).
- Start boarding for passengers seated in row 1-10 first.
- After this board the remaining passengers.

#### Exception:

- To board row 1-10 first, is not applicable on remote departures where one (1) bus is used. Then you can use standard boarding announcements.
- However, if two (2) buses are used on remote departures, let passengers seated on row 1-10 board on the first bus.

**Boarding announcement when ATR parked short at gate and for remote boarding when two (2) buses are used:**

*Welcome to SAS and SkyTeam and this flight SK XXX to XXX. In a few minutes, we will start boarding. We will board by rows. Your row is shown on your boarding card. For a smoother boarding please come forward only when your row is being called.*

*If you have Boarding Group 5 on your boarding card and have not pre-paid for your carry-on bag, please come see us at the desk and we will assist you before boarding starts.*

**Change last section to below if there is no existing payment option at the gate desk:**

*If you are an SAS Go Light passenger, with Boarding group 5 on your boarding card, you may only bring one small bag to have under the seat in front of you. If you would like to bring a carry-on bag, please go to My Bookings on [flysas.com](https://flysas.com) and pay the carry-on bag fee before boarding starts. You may scan the QR code on the screen/ bag sizers for easy access (if available).*

**1 SAS Boarding Announcement 1**

*We are now ready for boarding and invite passengers seated on rows 1-10 to board the aircraft first. Your row is shown on your boarding card. If you are not seated on row 1-10 we kindly ask you to step aside and wait.*

**Note:** If remote boarding, replace “to board the aircraft” with “to board the shuttle bus”

**2 SAS Boarding Announcement 2**

*We now invite all passengers to board.*

*Thank you for your patience. We wish you a pleasant flight with us at SAS.*

**3 Final call Boarding Announcement (if needed)**

*We are now ready for departure and invite all passengers to board immediately.*

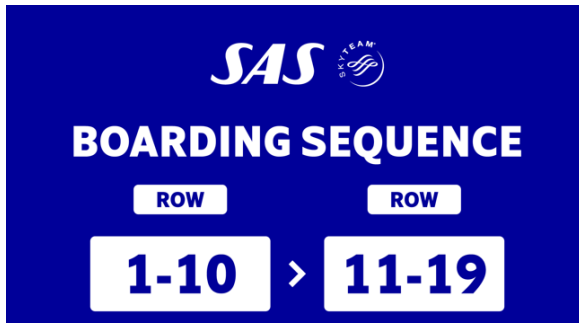
**Digital Signage**

We have new digital signage to be used for ATR, (see pictures below). This to be used when aircraft park short at gate and for remote boarding when 2 buses are used.

(When only one bus is used, please use the general signage for boarding).

For those stations using digital signage please contact Alexandra Tsarapatsanis via email to order the signage, specifying the file format and size (px dimensions).

Email address: [Alexandra.tsarapatsanis@sas.se](mailto:Alexandra.tsarapatsanis@sas.se)



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## PROCEDURE

### Gate No Show, Offboarding or Denied Boarding

If a passenger with baggage does not show up at the gate in time for departure, all efforts must be made to locate the passenger. No flight is allowed to depart without offloading the baggage of a denied or gate no show passenger, unless it is clearly established that the passenger in question has not had any possibility to influence the situation.

Examples of situations are:

- Double check-in
- Involuntary denied boarding due overbooking
- Involuntary rerouting
- Cancelling of flight
- Short connection due to delay

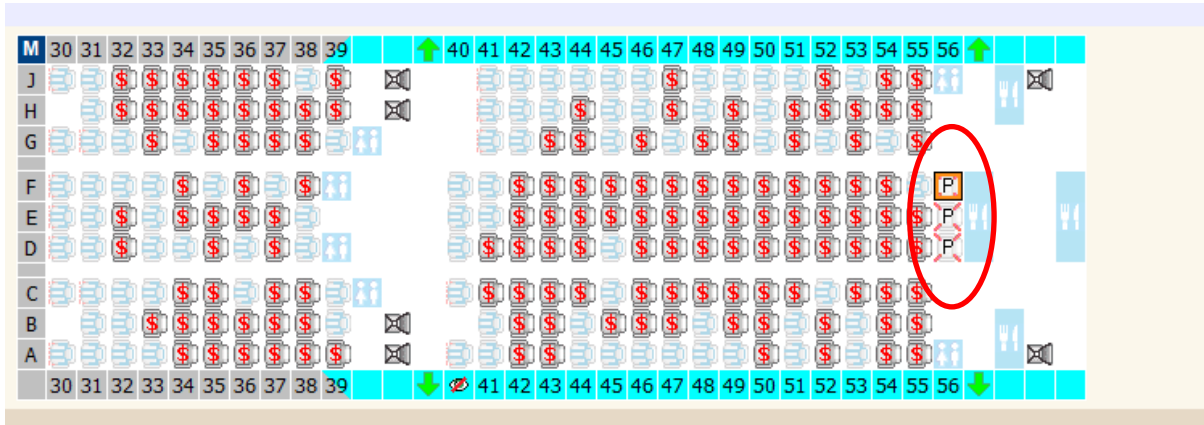
**Note:** SPM will be updated accordingly.

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## Protected Seats A350 56DEF

Effective immediately, the seats, 56DEF on A350 are blocked as Protected Seats. These seats shall be taken last if it is fully booked in SAS GO cabin. The seats can be released by station staff on departure station for the actual flight.

Seat map below shows what chairs that are blocked.

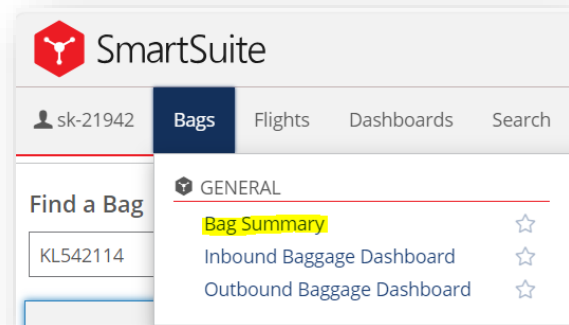


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## SAS Bag Hub – Bag Summary

A new feature has been launched in SAS Bag Hub – the Bag Summary.

It can be found under the “Bags” menu:

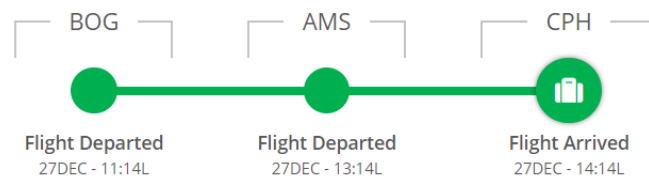


The Bag Summary is an illustrated timeline for all the happenings for a given tag number.

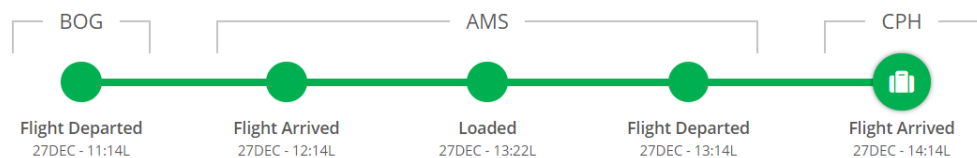
The search is very simple, type in the bag tag number and hit search, the result will show the timeline as in example below:

## Bag Summary

Bag Tag	Bag Type	Bag Status	Passenger Name	PNR	Frequent Flyer	Tracer Record
0074542114	Checked Bag	Active	RIVERAHERNANDEZ/LADYPAULINEMR	-	-	-



You can then click on the green “dots” under each airport code to expand and see all info at each airport:



BOG: Flight Departed



AMS: Flight Departed

27DEC - 12:14L Flight KL 0749 arrived

27DEC - 13:22L Bag loaded into CAR2548SK for SK 0548 by 35 using AVP219

27DEC - 13:14L Flight SK 0548 departed

CPH: Flight Arrived



The feature was launched in SAS Bag Hub December 21<sup>st</sup> 2024, which also means, that bag tags before this date is not shown.

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## PROCEDURE

### Orlando – the New Document Management System for SAS

#### Background

Currently, two different document management systems – Vistair DocuNet and Viasat Aerodocs – are used to handle approximately 1200 manuals and documents within the SAS organization including SAS Scandinavia, SAS Link, SAS Connect, SAS Maintenance Production and SAS Ground. In pursuit of a companywide, harmonized solution that not only aligns with SAS functional requirements but also optimizes costs, an extensive process was undertaken late last year.

After carefully considering system functionality, business case, IT support, system and security, and the time and complexity of implementation, we have already announced that the Orlando has been selected as our common document management system for all of SAS.

Orlando is a modern and mature product, actively developed and is currently trusted by major airlines such as Air Canada, Air France, and Air New Zealand. While the mobile viewer's look-and-feel will naturally differ slightly from DocuNet, you as end-users can expect comparable functionality. Orlando allows users to search, bookmark, make annotations that persist between revisions, and of course possibility to "read and sign" the latest revision. Behind the scenes, Orlando provides enhancements in editing manuals, regulatory compliance tracking, all while significantly reducing today's cost.

#### Go Live date for Ground:

- The go-live date is on **03FEB2025** for Orlando to become SAS primarily document management system for Ground.
- DocuNet will remain until **30APR2025**.
- Orlando will be accessible from any web browser and there will also be a mobile app (viewer) available on both iOS and Android.
- Orlando Web Application is pushed to your device/devices and are available through single sign on.
- Orlando Viewer App will soon be pushed to your device/ devices and is mainly to be used as a back-up in offline mode and contains only selected (most critical) manuals.
- Important information to access Orlando Android Viewer App: After first time you have tried to log in, you will receive information that "Your device is now pending for enrollment. Please contact your company administrator if you have any questions". Please try to log in again after 48 hours.



## Ongoing Revision of Manuals

As of today, more and more manuals are being edited in Orlando. Those revisions will be published as PDF files on DocuNet until we switch back to the regular XML format that you are familiar with when we go-live with the Orlando app.

When a manual is changed to a PDF the following will occur:

- All bookmarks and annotations from the previous revision of the manual will no longer be found. Your notes will still exist under annotations, but you will not be able to select it and see where exactly it is referring to in the manual.
- The normal scrolling behavior will change to left and right like pages in a book rather than scrolling up and down.
- Internal links may be problematic. Our Publishing team are working tirelessly to ensure that all the links in each document work as expected in DocuNet, but some will be unfortunately missed, and others will change as other manuals are published as PDFs. Please be patient, we are trying our best to cause as little inconvenience as possible.

### Annotations/Bookmarks on DocuNet will Disappear

As stated earlier on, your annotations (comments) within manuals as well as bookmarks will disappear. Your annotations and bookmarks will not be transferred to the new Document Management System Orlando. When you open Orlando for the first time and enter the manuals, you will not find your old annotations (comments) or bookmarks. You must create new ones.

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## Revised Procedure SAS Crew Baggage - Reminder

### Background:

During a period, SAS Flight Operations and SAS Ground Handling have interpreted the procedures regarding Cabin Baggage for SAS Crew partly differently. We have now come to an agreement about a common routine. The updated procedure presented below.

### Crew Cabin baggage special routine for short haul flights within Scandinavia

If the crew member does not check in their cabin baggage, the normal procedure is to bring the unchecked/cabin baggage to store it in the cabin. However, if there is lack of space in the cabin (e.g., on a fully booked flight), crew members may leave their cabin baggage at the aircraft side. The cabin baggage must have a yellow crew personal identification name tag but does not need a crew baggage destination tag. See Illustrations below.

Example of crew personal identification name tag:







This special routine applies for crew members in uniform on **short-haul flights within Scandinavia** provided the following conditions are met:

- Crew are scheduled active or passive on the flight.
- Crew carry uniform.
- Crew carry high visibility vest when moving outside regular passenger flow in tarmac (see picture below).



- Crew have their airport badge and SAS Crew company card clearly visible.
- Crew have a SAS yellow crew tag on the bag (see picture below).



**Note:** The crew baggage shall be loaded as per LIR. If not specified on LIR, follow the designated compartment, and include number of pieces as supplementary information on LDM.

**Reference:** respective AHM 737 8.2.7.2 “Distribution of Load”.

### Offloading

Loading Staff leave the hand baggage at the aircraft side during unloading the aircraft for the crew member to pick up.

### Passive crew shall board with their Boarding group:

Passive crew shall board with their boarding group, printed on the boarding card, and shall **not** deviate from this by asking gate staff to board first.

## Checked Crew Baggage

- Large roller bags must never be taken on board in aircraft cabin but must always be sent as checked baggage. This means that they are left at check-in and are collected at the baggage belt upon arrival on crews' destination or home base.
- This applies to active and passive crew.
- We recommend that passive crew use the check-in kiosks for printing of the baggage tag.
- Bags shall be delivered in the baggage drop, when available.
- If no kiosks available, the crew member can use the manual desk for check in of their baggage
- Crew may also choose to send smaller roller bags using this routine, especially when they have long-haul duty that starts and/or ends with a passive transfer on short haul.

**Note:** If you experience that the procedures described above are not followed, a SafetyNet report is highly appreciated.

SPM will be updated with the above procedure.

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## Small Overhead Bins on CityJet reg EI-HSA

City Jet are operating with an aircraft CRJ with registration EI-HSA. This aircraft has smaller overhead bins. The current overhead bins cannot accommodate standard carry-on bag (e.g. roller bags).

Instead, it is necessary to handle the bigger cabin baggage as DAA (Delivery at Aircraft) baggage.

Please ensure that you always have DAA tags in the gate.

Pictures on the overhead bins on EI-HSA below:



**Note:**

The overhead bins will be rebuilt on this aircraft in late spring. We will inform you when we have a more exact date.

After rebuilding it will look more like picture below:



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## IT INFORMATION

### INFORMATION

**Information from Airline IT**

*If you have any questions or comments about the content in this subchapter please contact Digital Service Owner, SAS IT Service Desk Christina Ljungblom:  
[christina.ljungblom@sas.se](mailto:christina.ljungblom@sas.se)*

Valid iPadOS Version: [Check Here](#)

### Tips, Assistance and Error Reporting

- Always turn off flight mode after landing. If you always turn off flight mode after landing, SAS IT Service Desk may assist you with unlocking of your iPad if your passcode should not work.
- Change password when reminded. You will be reminded via e-mail when your SAS Intra Password is about to expire. The e-mail contains information about how to change password. A good idea is to change the iPad six-digit passcode at the same time.
- If you need to report errors, use the following contact information:
  - **MOBITO** IT self-service app for Password reset and error reporting
    - Denmark: +45-3232-5000
    - Norway: +47-6481-8000
    - Sweden: +46-8-797-5000
    - US: +1-310-579-6002
    - International: +44-203-701-2372
    - E-mail for error reporting to SAS IT Service Desk (in English): [it.support@sas.se](mailto:it.support@sas.se)
    - Chat with SAS IT Service Desk. Use the link [here](#). Log-in with the same credentials as to SAS Intra. Click on the chat icon in the lower right corner of the page.
    - Feedback to Airside; [airside@sas.se](mailto:airside@sas.se) or Yammer group "Airside for crew"
    - Airside installation and FAQ <https://airside.app>
- Reporting guidelines:
  - Always write in English.
  - Name the app/application that is troubling you.
  - If many users are affected, preferably call SAS IT Service Desk instead of e-mailing.
  - If there is an error code, provide a screenshot.
  - State date, time and possible flight number.

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## ABOUT GROUND HANDLING BULLETIN

The contents of this Bulletin are published by SAS Airline Services Ground Handling.

Use your normal point of contact if there is anything you have questions about, or want to include, in the Ground Handling Bulletin.

You can also find Ground Handling Bulletins that are applicable to you on [SASINTRA](#) and on [SAS Partner Portal](#)

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