

# GROUND HANDLING BULLETIN



**01MAR2025**

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## PASSENGER HANDLING

### PROCEDURE

#### Removal of Lounge offer SAS Plus

A decision has been made to remove the **Lounge offer (for all stations) for all passengers travelling in SAS Plus (Premium Economy Long Haul) effective 01APR2025**.

The reason for the removal of this product element is mainly capacity constraints in the CPH Lounge as we will have more traffic from CPH.

The lounge access benefit will be removed from our branded fares as of **03MAR2025**, and updates in **SAS booking flow, MMB, app, and CRM** will be done as soon as possible.

For passengers who have **already purchased tickets** with departures in **April and May** will have access to the **Aspire Lounge in CPH**.

Since the Aspire Lounge in CPH will undergo reconstruction starting **01JUN2025**, passengers traveling from 01JUN and onwards will receive an **iCoupon** for use at CPH airport.

Passengers who **purchased tickets before this change** will still have access to lounges in **ARN, OSL, ORD and EWR**.

We are collaborating internally to ensure that **IC Plus Lounge access** is removed from all **internal websites**.

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## Chargeable seats check-in

Effective from **05MAR2025**, seat selection at check-in will change to chargeable.

### Customers exempted from charge at check-in are:

- **Cabin/service class C and Y:**

All customers in cabin/service class C (short- and longhaul)

All customers in cabin/service class Y (longhaul)

- **Cabin/service class M + FQTV:**

SAS EuroBonus all tier levels and,

SKY Team Elite Plus in cabin/service class M (all seats in cabin M)

- **SkyTeam Elite in cabin/ service class M**

(Standard seats in rear part of the cabin only)

- **Passengers traveling on the following ticket types:**

PCR (Passive Crew),

S1

S2

IDR1

IDR2

### The following apply:

Seats are sold in SAS APP and on SAS website.

Customers that are exempted from charge can select seat in SAS APP and on SAS website.

Kiosk and Altea CM are at this point not open for sale of seats.

Seat selection in kiosk will be available for customers in cabin/service class C and Y.

When flight Acceptance status turns to Closing or Closed the sell and change of seats is no longer available in the SAS APP and on the SAS website.

The Altea CM seat map will remain 'chargeable' until departure.

Dollar icons will be displayed but no excess will be created if seats are allocated manually.

Airport agents can still assign seats as today, but this should be avoided until the flight is closing/closed.

Block of seat should be limited to offer as many seats as possible for sale.

### Note:

Block of seat due operational requirements may still be performed.

A neutral (on flight level) Altea CM seat map will show free seats with dollar icon.

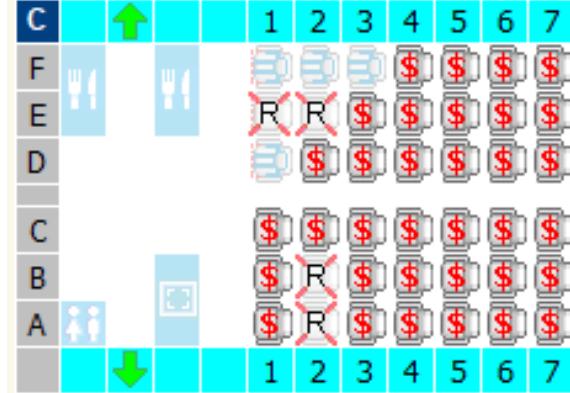
The theoretical seat allocation is still shown with 'L' but these seats are available for sale:



A customer centric seat map (with customer in focus) in Altea CM will at this point not indicate if customer is exempted from charge or not.

This will be implemented at a later stage.

Seat next to high tier customers is still protected with 'R' if capacity will allow:



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## Altea CM - Customer Management Information

### Special Bag Attribute limitation from gate workstations now lifted

To be implemented mid-March.

When a bagtag is issued from a workstation that is defined as GTE, Special Bag Attribute. GATE is automatically added and included in the BSM .E/element.

New behavior is that additional Special Bag Attribute can be added directly at bag acceptance also at GTE workstations in the same way as from CKI workstations.

The Baggage Display will still show one SPL Bag attribute only and that is GATE:

Customer List Selection > Customer List > Customer Selection > Customer Acceptance > Baggage Display

Customer

	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 BAG Attribute Mr	(@ C1)	001	2D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SK-PLUSMART, WEAP	
SK408 31JAN CPH (3) • ARN Stockholm Arlanda (5)							

Select Customer(s): 1

Select the customer to view baggage information.

Baggage

Hold Baggage: 3 / 30 KG

Below are the individual baggage details.

Tag Number	Wt	To	Acc	Owner	Tag Type Info	Status	Spl. Bag
1 0117-SK-046692	10	ARN	<input checked="" type="checkbox"/>		Auto	Active	GATE
2 0117-SK-046693	15	ARN	<input checked="" type="checkbox"/>		Auto	Active	GATE
3 0117-SK-046694	5	ARN	<input checked="" type="checkbox"/>		Auto	Active	GATE

The Baggage List 'All Bags' will show two attributes:

Search Flight > Flight List > Flight Information > Baggage List Selection > Baggage List

SK408 31JAN CPH (3) • ARN Stockholm Arlanda (5)

Acceptance Open

Selected Filters: 'All Bags'

Tag Number	Wt	From	To	Acc	Transfer	Bag Class	Baggage Attribute	Status	ATL	ATT	Loading Status	Owner	To	Acc	Bag Type	Rushed	Has Early	Oncarriage	Onward	To Print Channel
1 0117-SK-046690	10	CPH	ARN	<input checked="" type="checkbox"/>	Local	M	STRL GATE	Active	Y	N	N	ATTRIBUTE Bag Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		
2 0117-SK-046691	16	CPH	ARN	<input checked="" type="checkbox"/>	Local	M	GATE STRL	Active	Y	N	N	ATTRIBUTE Bag Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		
3 0117-SK-046692	10	CPH	ARN	<input checked="" type="checkbox"/>	Local	C	GATE WEAP	Active	Y	N	N	BAG Attribute Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		
4 0117-SK-046693	15	CPH	ARN	<input checked="" type="checkbox"/>	Local	C	GATE STRL	Active	Y	N	N	BAG Attribute Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		
5 0117-SK-046694	5	CPH	ARN	<input checked="" type="checkbox"/>	Local	C	GATE	Active	Y	N	N	BAG Attribute Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		
6 0117-SK-046695	8	CPH	ARN	<input checked="" type="checkbox"/>	Local	M	HBAG GATE	Active	Y	N	N	ATTRIBUTE Bag Mr ARN	<input checked="" type="checkbox"/>	Standard	N	N		JFE		

Additional bag filters will filter each SPL Bag Attribute accordingly.

The BSM will include all attributes:

Category: Baggage Messages Subcategory: Baggage Source Message

» Added: Originators Address: MUCDPSK TTY Addresses: E1BAG1A FRAHQ0A

Message Text: .V/1LCPH  
 .F/SK0408/31JAN/ARN/C  
 .N/0117046692001  
 .S/Y/02D/C/001/001//N/A  
 .W/K/1/10  
 .P/BAG/ATTRIBUTEMR  
 .E/GATE  
 .E/PRI0  
 .E/WEAP

## Special Baggage Attribute SPEQ SKI/Sporting equipment

Implemented 26FEB25

SKI equipment consisting of one ski- or snowboard bag and a smaller bag for a pair of ski or snowboard boots are considered as one piece of the checked baggage allowance included in the ticket.

To allow additional ski equipment baggage free of charge, a new Special Bag attribute SKI is to be added for Ski boots.

Select Yes for 'Is this a special bag?:

Enter baggage weight for next piece.

Baggage

Additional Hold Baggage:  /  KG

Is this a special bag?  Yes  No

Email Bag Tag Receipt upo  Yes

Current Baggage

Hold Baggage: 1 / 12 KG



## Add attribute SKI- Ski boots:

Customer Selection > Customer Acceptance > Acceptance Information > Add Bag > Add Special Bag

SK1424 19FEB CPH (3) → ARN Stockholm Arlanda (5)

Acceptance Open

Customer

1 SKI Bootbag Ms  
SK1424 19FEB CPH-ARN

Bkg Tkt Cabin Sec Seat Accept Baggage Info

M(R) 002 19A ✓ SK-GOSMART, SPEO

Enter the data for the special bag(s) to update.

Special Baggage

Attribute-Description	Details
1 SKI-Ski boots	
AVIH	
BIKE	
BULK	
GATE	
HBAG	
SKI-Ski boots	
STRL-Stroller or Car Seat	
WCBD	

1 Attribute

## Special Baggage Attribute WCLX/Walker and Aid equipment/Assistive devices

Implemented 26FEB25

A new Special Baggage Attribute, WCLX, is to be added for additional baggage that passengers with disabilities are allowed to check-in free of charge. For example, walkers, canes and supporting cushions.

Select Yes for 'Is this a special bag?:

Enter baggage weight for next piece.

Baggage

Additional Hold Baggage: 1 / 12 KG

Is this a special bag?  Yes  No

Email Bag Tag Receipt upon  Yes

Current Baggage

Hold Baggage: 1 / 12 KG

## Add attribute WCLX- Aid equipment and details:

Customer Identification > Customer Details > Add Bag > Add Special Bag

SK408 12FEB CPH (3) → ARN Stockholm Arlanda (5)

Acceptance Open

Customer

1 EQUIPMENT free Ms  
SK408 12FEB CPH-ARN

Bkg Tkt Cabin Sec Seat Accept Baggage

C(J) 002 3A ✓

Enter the data for the special bag(s) to update.

Special Baggage

Attribute-Description	Details
1 EQUIPMENT free Ms	
WALKER	
SKI-Ski equipment	
STRL-Stroller or Car Seat	
WCBD	
WCBW	
WCLB	
WCLX-WALKER	
WCMP	
WEAP	

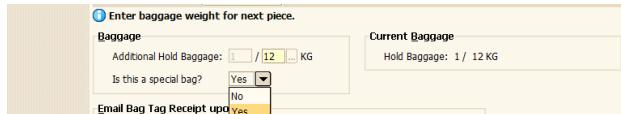
1 Attribute

## Special Baggage Attribute STRL/Stroller

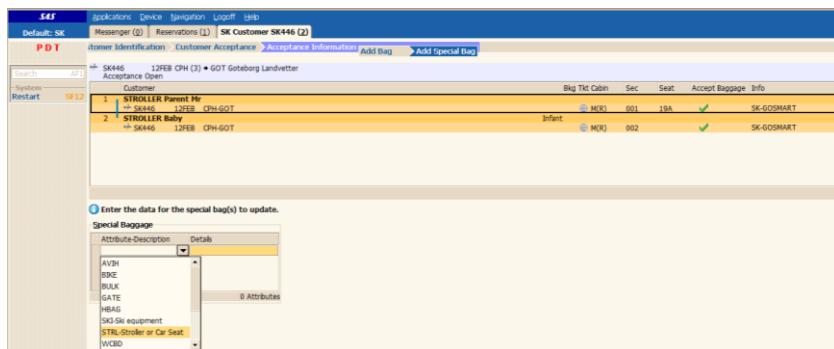
Already available in Altea CM

Special Baggage Attribute STRL is now added with text 'Stroller or Car Seat' and is to be added for stroller, baby pram and baby car seat for additional free of charge checked baggage for children and infant.

Select Yes for 'Is this a special bag?:



Add attribute STRL or Car Seat:



BSM will include .E/STRL

## CM JFE Boarding Pass

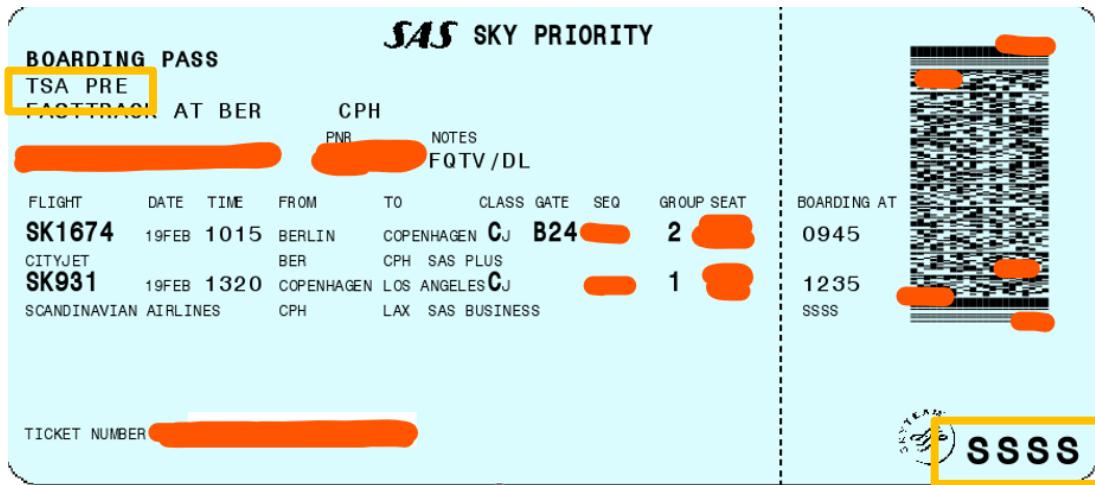
To be implemented 04MAR25

Since 01SEP when SAS joined SkyTeam, there have been issues with new boarding pass format printed from CM JFE as the barcode got compressed that some devices could not read.

There were also errors for the combination of *TSA PRE* (Known Traveller Number) and *SSSS* where only one was shown as well as incorrect codeshare flight number information.



Increased barcode size on left (picture 1) and bottom (picture 2)



TSA PRE and SSSS are both shown when applicable



Previously – only codeshare flight number presented



Corrected – operating flight as main flight information, codeshare/marketing flight number in brackets underneath

If any discrepancies or errors are observed, please include example and report an incident to [dcs@sas.dk](mailto:dcs@sas.dk) or [sasgroup.it@sas.se](mailto:sasgroup.it@sas.se) (error reporting [IT Self-Service](#))

### Attention to Station Managers

Kindly advise ground handlers that manage SAS is their (Altea) GUIs:

A new boarding pass format is available for SAS operated flights. Kindly apply BOP-ATB format "ATIM4". If your printing device does not support print of logos, please apply "ATIM3".

If you wish to test and need a test flight for verification, please contact [dcs@sas.dk](mailto:dcs@sas.dk) with your preferred date and/or any other support matters.

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## KrisFlyer members benefits on SAS flights

Members of Singapore Airlines' (SQ) frequent flyer program KrisFlyer can register their FQTV numbers on SK flight segments and enjoy additional benefits when travelling with SAS.

KrisFlyer has 16 tiers:

Tier abbreviation	Tier name
LPPS	Life PPS
TPLP	Solitaire on Life *
QPLP	Qualified on Life *
EGLP	Gold on Life *
ESLP	Silver on Life *
KFLP	Krisflyer on Life *
TPPS	Solitaire
TPTP	Solitaire on Solitaire **
QPTP	Qualified PPS on Solitaire **
EGTP	Gold on Solitaire **
ESTP	Silver on Solitaire **
KFTP	Krisflyer on Solitaire **
QPPS	Qualified PPS
KFEG	Krisflyer Gold
KFES	Elite Silver
KFLY	Krisflyer

Additional benefits for tiers highlighted in green will enjoy the following airport benefits:

<b>Customer benefits</b>	Additional Bag Allowance – 1 PC på SAS Prio bag Prio boarding – group 1 Prio check in (manual process) Lounge – already in place
--------------------------	--

KFES & KFLY members will not have additional benefits.

Altéa CM

On a Customer List, KrisFlyer tier is displayed

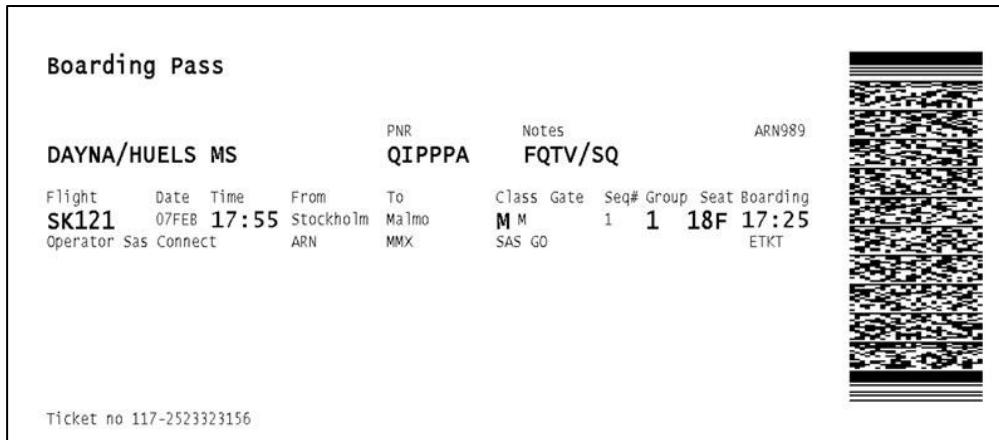
Customer List Selection												
	Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC
1	DAYNA Huels Ms	ARN	MMX	M	M				Solitaire/Solitaire	N	N	
2	LAURITA C. M.	ARN	MMX	M	M				Solitaire/Solitaire	N	N	

Boarding pass JFE:





Boarding pass Kiosk:



## Boarding Pass

PNR **QIT27Z** Notes **FQTV/SQ** ARN989  
**MILLARD/GUTMANN MR**  
 Flight Date Time From To Class Gate Seq# Group Seat Boarding  
**SK121** 07FEB 17:55 Stockholm Malmö **M W 3 1 14E 17:25**  
 Operator Sas Connect ARN MMX SAS GO ETKT



Ticket no 117-2523323158

## Boarding Pass

PNR **QIT27Z** Notes **FQTV/SQ** ARN989  
**MILLARD/GUTMANN MR**  
 Flight Date Time From To Class Gate Seq# Group Seat Boarding  
**SK121** 07FEB 17:55 Stockholm Malmö **M W 3 1 14E 17:25**  
 Operator Sas Connect ARN MMX SAS GO ETKT



Ticket no 117-2523323158

Regardless of tier level, "FQTV/SQ" will be printed under **NOTES**

Boarding group is generated depending on tier level

Carry-on is not included on SAS Go Light ticket

Baggage allowance:

The screenshot shows the SAS PDT software interface. The main window displays a flight record for flight SK121 from Stockholm to Malmö on 07FEB. The record includes the passenger name (ROBERT Black Mr), flight number (SK121), date (07FEB), and route (ARN-MMX). The software interface includes a toolbar with various buttons like 'Search', 'Customer', 'Acceptance', 'Display Allowance and Excess', and 'Bags - Excess'. The 'Bags - Excess' button is highlighted. The main pane shows a table with columns for Customer, Flight, Date, Cabin, and various baggage-related fields. A message at the bottom states: "Selected Customer does not have unpaid excess baggage." Below this, there is a breakdown section for ARN-MMX with a table for 'Piece and Weight Allowance Calculation'.

SAS Applications Device Navigation Logoff Help

Default: SK SK Customer SK (0) SK Flight SK121 (1) SK Flight SK121 (2) SK Customer SK121 (3)

PDT Selection > Customer List > Customer Selection > Customer Acceptance > Display Allowance and Excess

SK121 07FEB ARN (5) → MMX Malmö Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 MILLARD Gutmann Mr ES/Solitaire M(W) 003 14E ✓ SK-GOSMART, CTCM, CTCE

SK121 07FEB ARN-MMX

Search AF1

Menus Bags - Excess AF2

Restart SF12

Select Customer(s):

⚠ Selected Customer does not have unpaid excess baggage.

**Breakdown**  
For: ARN-MMX

**Piece and Weight Allowance Calculation**

TICKETED		NON TICKETED							
Customer	Infant	Cabin	FQTV	Policy	Prepaid	Cust.	Agent	Waiver	Pad
1PC									
Total Allowance	Weight per Piece	2PC	24KG						
PIECES UPGRADED TO HEAVY									
Prepaid Agent Waiver Pad									

1 piece additional bag

SAS Applications Device Navigation Logoff Help

Default: SK SK Customer SK (0) SK Flight SK121 (1) SK Flight SK121 (2)

PDT Selection > Customer Acceptance > Acceptance Information > Display Allowance and Excess

SK121 07FEB ARN (5) → MMX Malmö Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 DAYNA Huels Ms Solitaire/Solitaire M(M) 001 18E ✓ SK-GOLIGHT, LGHT, CTCM, CTCE

SK121 07FEB ARN-MMX

Search AF1

Menus Bags - Excess AF2

Restart SF12

Select Customer(s):

⚠ Selected Customer does not have unpaid excess baggage.

**Breakdown**  
For: ARN-MMX

**Piece and Weight Allowance Calculation**

TICKETED		NON TICKETED							
Customer	Infant	Cabin	FQTV	Policy	Prepaid	Cust.	Agent	Waiver	Pad
1PC									
Total Allowance	Weight per Piece	2PC	24KG						
PIECES UPGRADED TO HEAVY									
Prepaid Agent Waiver Pad									

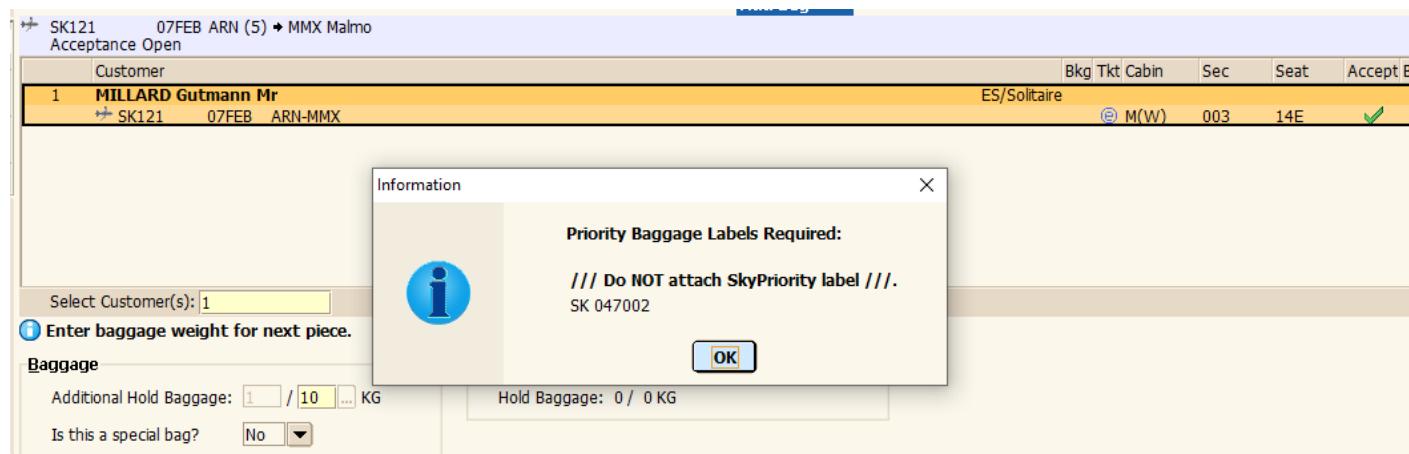
No additional baggage allowance on SAS Go Light ticket

## Priority baggage

PRIORITY will be printed onto baggage tag where applicable



CM will inform if additional tag should be attached:



SK121 07FEB ARN (5) → MMX Malmö  
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept E
1 MILLARD Gutmann Mr			ES/Solitaire			✓
SK121 07FEB ARN-MMX						

Select Customer(s): 1

Enter baggage weight for next piece.

Baggage

Additional Hold Baggage: 1 / 10 ... KG

Hold Baggage: 0 / 0 KG

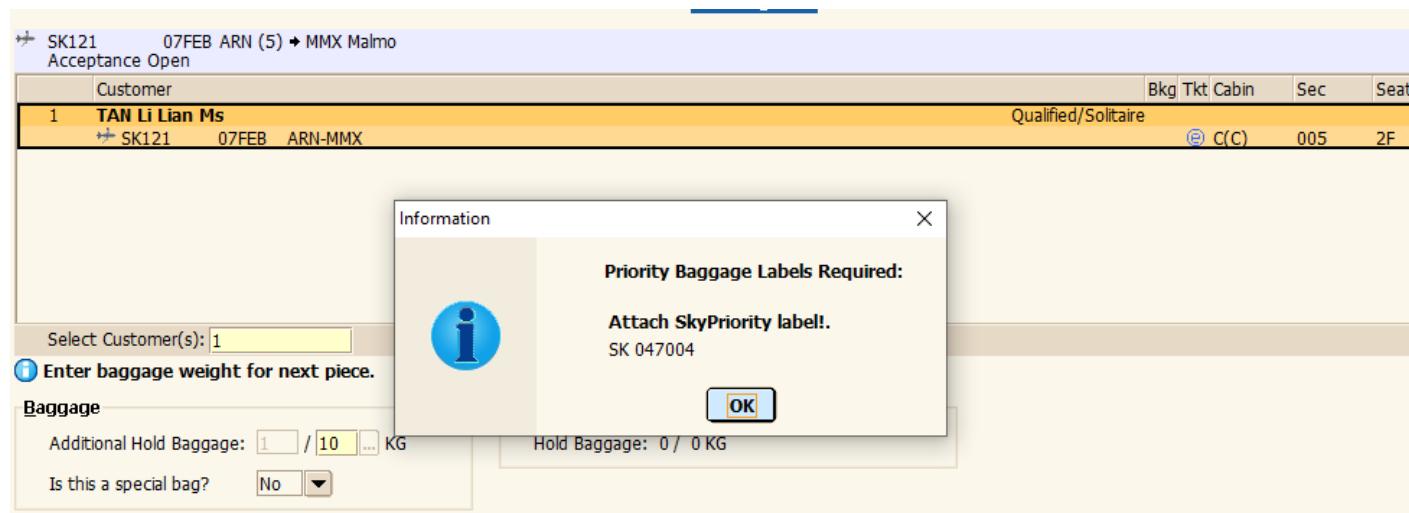
Is this a special bag? No

Information

Priority Baggage Labels Required:  
// Do NOT attach SkyPriority label //.  
SK 047002

OK

KrisFlyer is not eligible for SkyPriority label in cabin M



SK121 07FEB ARN (5) → MMX Malmö  
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat
1 TAN Li Lian Ms			Qualified/Solitaire		
SK121 07FEB ARN-MMX					

Select Customer(s): 1

Enter baggage weight for next piece.

Baggage

Additional Hold Baggage: 1 / 10 ... KG

Hold Baggage: 0 / 0 KG

Is this a special bag? No

Information

Priority Baggage Labels Required:  
Attach SkyPriority label!  
SK 047004

OK

Cabin C & booking class C gives eligibility for SkyPriority label

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## INFORMATION

### Extension AF/ KL Codeshare partnership on Intercontinental routes

We are happy to inform you that we are deepening our relationship with Air France and KLM with the Codeshare extension on selected Intercontinental destinations.

SAS will offer fares between Scandinavia and Europe to the below new intercontinental codeshare destinations via the Air France and KLM hubs in Paris and Amsterdam respectively:

## Brazil

Rio de Janeiro

Sao Paulo

Fortaleza (Air France only)

Salvador (Air France only)

## South Africa

Cape Town

Johannesburg

## Thailand

Bangkok. This codeshare destination is meant to support our own Copenhagen - Bangkok operation which is seasonal.

## Japan

Osaka

This is in addition to the current Codeshare destination Tokyo which we launched in January. The Tokyo codeshare is meant to support our own Copenhagen-Tokyo 3-4 weekly operations.

Sales start on the 26<sup>th</sup> of February 2025.

First travel date is 30<sup>th</sup> of March 2025.

### SK\* Codeshare on AF/KL

#### NEWS!

- Rio de Janeiro (AF & KL)
- Sao Paolo (AF & KL)
- Fortaleza (AF)
- Salvador (AF)
- Cape Town (AF & KL)
- Johannesburg (AF & KL)
- Bangkok (AF & KL)
- Osaka (AF & KL)

Already in production  
Tokyo (AF & KL)  
30 plus European destinations

### About the Extension

Sales start 26<sup>th</sup> of February 2025  
Travel start 30<sup>th</sup> of March 2025 (S25 season)  
SAS will now offer the new destinations  
Rio, Sao Paolo, Fortaleza, Salvador,  
Cape Town, Johannesburg and Osaka  
The codeshare on AF-KL to Bangkok  
will complement our own seasonal  
operation

Already in production is the  
SK\*marketing flights an AF/KL to  
Tokyo. This will complement our own  
non-daily operation between  
Copenhagen and Tokyo.  
Flight number ranges: SK6868- 6899  
& SK9952 – 9999

- Additionally, intercontinental destinations (\*) will be available subject to regulatory approvals

## GENERAL

## PROCEDURE

### Revised procedure regarding SAS Crew Baggage

We have noticed that the information regarding the process for crew baggage hasn't been read by all, despite reminders in our bulletins for both Ground Handling and Flight Operations.

**It is very important that crew leave their cabin baggage at the forward compartment door, whenever possible. This is to make the boarding smoother and to get space for our passenger's cabin baggage. It is very important that all gate staff as well as loading staff are familiar with the procedure below.**

#### 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 agreed on a common routine. The updated procedure is 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 uncheck/cabin baggage to store it in the cabin. **However, whenever possible, crew shall leave their cabin baggage at the aircraft side (forward compartment door). This is to help the colleagues at the gate and on board and to reduce the problems we have, with too much cabin baggage on board.**

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:

- It is a short haul flight.
- The flight operates within Scandinavia.
- Crew are scheduled active or passive on the flight.
- The flight operates within Scandinavia
- Crew carry uniform.
- Crew carry high visibility vest when moving outside regular passenger flow in tarmac (see picture below).
- Crew have their airport badge (if at the home base/ airport) and/ or 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.

### **Important:**

**Gate staff must strictly follow the prescribed procedure that the crew should board with the boarding group indicated on the boarding card. Passive crew shall not be released on board prior to boarding of paying passengers.**

## Checked Crew Baggage

- Large roller bags must never be taken on board in aircraft cabin but must always be sent as checked baggage. This mean 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 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.

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## INFORMATION

### New Web-Link to Cityjet manuals

Our Wetlease partner Cityjet have a new link to access their manuals.  
SAS have posted the new link in SAS Partner Portal.

If you have saved the old link, please make suer to replace it with the new one published in SAS Partner Portal.

Or:

<https://www.cityjet.com/GSP>

*(Same User ID and Password as before)*

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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](#)

**Editor: Susanne Birge, STOKA-D, Mail: [sasgroundhandling@sas.se](mailto:sasgroundhandling@sas.se)**

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