

GROUND HANDLING BULLETIN



APR2025

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AIRCRAFT HANDLING

PROCEDURE

Best Practices for ULD Handling During High Loader Operations

Having an efficient method for handling ULDs on the ramp can save time and energy while ensuring that the correct ULD is reported in the correct position.

Below are some best practices that could help during high loader operations:

- Preparation is key to a smooth operation. Ensure that ULDs are serviceable and that you know which ULD is planned for which position. This allows for proper sequencing, ensuring each ULD is delivered to the high loader in the correct order and subsequently loaded and reported accurately.
- Proper alignment of the high loader with the cargo compartment is crucial. If the skid (guide rail) of the high loader is perfectly aligned with the cargo door sill, it creates a seamless runway for ULDs, eliminating the need to manually adjust each one.
- Load containers in pairs whenever possible, placing the flat sides against each other. If there is an uneven number of containers, start with a single container. To achieve this, ULDs must be loaded and rotated accordingly. Always perform ULD rotation on the rear platform in the fully lowered position to prevent damage to both aircraft and personnel (even when empty).



Following these best practices will help save time and reduce the risk of damage to the aircraft or cargo.

Standard procedures for unit load device loaders (high loaders) are outlined in IGOM 3.1.3.8. I encourage anyone operating this equipment to take a moment to review those instructions.

Thank you for making SAS a safer airline!

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PASSENGER HANDLING

PROCEDURE

ETA to UK

Background

As informed earlier in Ground handling Bulletin NOV2024 and DEC2024/ JAN2025: The UK Home Office is developing a border and immigration system which is digital by default. Using a phased approach to implementing digital services, our aim is that by 2025 most customers will have a secure and seamless digital journey when they interact with the UK's immigration system.

ETA from 02APR2025 (Electronic Travel Authorization):

ETA (Electronic Travel Authorization) is a digital permission to travel to the UK for people who want to visit the UK and who do not need a visa.

British & Irish citizens will not need an ETA to travel to the UK.

Phased roll out:

- **From 02APR2025, ETA required for European nations.**
- Non-European nations ETA required for travel since 08JAN2025.

Please note that also after 02APR25 the following apply:

During the rollout of ETAs (before it is later enforced) people travelling to the UK should not be refused boarding if they do not hold a valid ETA.

(Encourage travelers without ETA to make an application)

Information to passengers

- We inform the passengers on sas.xx, and via email.
- **Before departure outbound Email:** 3 days before departure
- **Check-in email** 28 hours before departure

Note: For more information regarding Altéa CM see Bulletin NOV2024.

Below information on sas.xx

Traveling to the UK

Travelers from [certain countries](#) require an Electronic Travel Authorization (ETA) for shorter stays (up to 6 months). From 2 April 2025, citizens of all Schengen and EU countries will also need an ETA to enter the UK.

IMPORTANT INFORMATION TO KEEP IN MIND

- [Apply for an ETA](#) at least 3 days before departure
- Each traveler (including children and infants) must have their own ETA
- An ETA for the UK is valid for 2 years or until the passport expires, whichever comes first

UK VISA AND EVISA HOLDERS

If you use a biometric residence permit (BRP), biometric residence card (BRC) or a visa vignette sticker should do the following before they travel to the UK:

- Access your eVisa and ensure your passport details are up to date
- If you already have an eVisa, [register your travel document](#) to your account

It is your responsibility to ensure you meet the necessary entry requirements before leaving for the airport. SAS is not liable for any consequences due to failure to obtain required documents or comply with regulations.

[Show more about eVisa](#)

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Resumption of Dog Transport to the U.S.

SAS will **resume dog transport to the U.S.** after implementing new procedures to comply with updated **U.S. Centers for Disease Control (CDC)** regulations.

In **August 2024**, SAS temporarily halted new dog bookings to the U.S. due to these new requirements. With updated procedures now in place, bookings will reopen on **April 22, 2025**.

Originating stations must ensure all **U.S.-specific** requirements are met before accepting a dog for transport.

To support this, **Altea CM** will display a **pop-up reminder** for staff when handling **AVIH/PETC/SVAN** bookings to the U.S., prompting them to follow the required procedure.

The full procedure is detailed in **SAS SPM Chapter 5.2** and must be strictly followed for all dog bookings to the U.S.

Requirements for Station Staff:

- **Visually inspect** the dog to ensure it appears healthy.
- **Confirm** the dog appears to be **at least six months old**.
- **Verify** that the required documentation includes the **microchip number**.
- **Ensure** the passenger has a **CDC Dog Import Form receipt**.
 - This form is mandatory for all dogs.
 - Importers from **high-risk countries** must complete additional sections and upload a **photo of the dog**.
 - Further requirements apply for dogs from **high-risk countries (see below)**.

Dog Category	Required Documents for Entry	Validity of Documents	Possible POEs
Dog rabies-free or low-risk country (regardless of vaccination status)	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt ONLY. This is the short version of the receipt with only a few questions and no photo.	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt: Multiple entries for up to 6 months from date of issuance.	Any POE (air, land, or sea, including pre-clearance ports). POE not listed on <i>CDC Dog Import Form</i> receipt.
U.S.-vaccinated from high-risk country	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt. This is the long version of the receipt with more questions plus photo AND• One of the two government-endorsed veterinary documents:<ul style="list-style-type: none">• Preferred: <i>Certification of U.S.-issued Rabies Vaccination</i> form• Option only available for dogs that left before July 31, 2025: USDA-endorsed export health certificate	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt: Single entry only on date of arrival listed on receipt.• Government-endorsed veterinary document: multiple entries for 1 or 3 years, depending on rabies vaccine.	Any POE (air, land, or sea, including pre-clearance ports) as long as it matches POE on CDC Dog Import Form receipt .
Foreign-vaccinated from high-risk country	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt. This is the long version of the receipt with more questions plus photo AND• <i>Certification of Foreign Rabies Vaccination and Microchip</i> form + a valid serology titer (not required if dog has reservation for 28-day quarantine) AND• Reservation confirmation for a CDC-registered ACF. List of ACFs: www.cdc.gov/acf	<ul style="list-style-type: none">• <i>CDC Dog Import Form</i> receipt: Single entry only on date of arrival listed on receipt.• <i>Certification of Foreign Rabies Vaccination and Microchip</i> form: valid for 30 days from date of issuance and for single use.	An airport with a CDC-registered ACF, as long as it matches POE on CDC Dog Import Form receipt . The flight must land and the dog must clear Customs at the port with the ACF.

Dog Category	Required Documents for Entry	Validity of Documents	Possible POEs
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POE-Point of Entry ACF-Animal Care Facility (note that not all US airports have a CDC registered ACF, at the time of this alert only ATL, LAX, MIA, JFK, IAD, PHL have this)
CDC-Center for Disease Control

Examples for staff to compare with.

Example of dog import receipt with a dog from a low risk country

Dog Import Form Receipt: COMPLETE

This is your Dog Import Form receipt.

Date of issuance: 07/22/2024

Valid for multiple entries until: (Testing. Will Add 6mths)07/22/2024

This receipt is valid for 6 months from the date of issuance for the dog listed below.

This receipt may be used for the dog listed below for multiple entries to the United States from **low-risk or rabies-free** countries. If the dog has been in a high-risk rabies country since you submitted the Dog Import Form, this receipt is no longer valid for entry and you must complete a new Dog Import Form.

You must show this receipt (printed or on your phone) to airline staff and/or U.S. port of entry officials. CDC reserves the right to request additional documentation verifying the information contained in this receipt upon arrival in the United States.

SECTION A: TRAVEL INFORMATION
Date of Arrival: 08/02/2024
Country of Departure: Romania
Travel Type: Sea

SECTION B: PERSON IMPORTING THE ANIMAL
Name of Importer: julia charles
Passport#/Driver's License: 123456789
Country or State of Issuance: Argentina
Date of Birth: 07/16/2024
Email: yyb1@cdc.gov
Phone Number: 1234567890

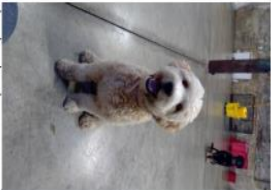
SECTION C: ANIMAL INFORMATION
Name: charlie
Age: year(s) and month(s)
Sex:
Breed:
Color:
Importation Purpose: Commercial (rescue, resale, adoption, or other commercial purpose)

Example of receipt with a dog from a high risk country.

CDC Dog Import Form Receipt: COMPLETE	
This is your CDC Dog Import Form receipt.	
Date of issuance: 07/22/2024	
Valid for Date of Arrival: 08/02/2024	
This receipt is valid for a dog that has been in a rabies high-risk country in the 6 months before entering the United States. This receipt may be used only for the dog described below for a single entry to the United States on the date of arrival listed above.	
This receipt does not guarantee a dog's entry into the United States. You must show this receipt (printed or on your phone) to airline staff and/or U.S. port of entry officials. Additional documentation must also be shown to airline staff and/or U.S. port of entry officials to verify a dog's eligibility for entry into the United States. CDC reserves the right to take other actions to protect the public's health.	
SECTION A: TRAVEL INFORMATION	
Date of Arrival: 07/22/2024	
Country of Departure: Anguilla	
Travel Type: Sea	
SECTION B: PERSON IMPORTING THE ANIMAL	
Name of Importer: Julia Charles	
Passport#/Driver's License: 123456789	
Country or State of Issuance: Algeria	
Date of Birth: 07/25/2024	
Email: yyb1@cdc.gov	
Phone Number: 1234567890	
SECTION C: ANIMAL INFORMATION	
Name: charlie	
Age: 0 year(s) and 6 month(s)	
Sex: Female Intact	
Breed: Great Dane	
Color: harlequin	
Importation Purpose:	

FOR ANIMALS THAT HAVE BEEN IN A HIGH-RISK COUNTRY FOR RABIES IN THE PAST SIX MONTHS, ONE OF THE FOLLOWING IS NEEDED IN ADDITION TO THIS RECEIPT:	
1. A valid <i>Certification of U.S.-issued Rabies Vaccination</i> form; OR	
2. Examination and rabies vaccination upon arrival at a CDC-registered animal care facility.	
o Foreign-vaccinated dogs that have been in a high-risk country in the past six months must have a reservation at a CDC-registered animal care facility for examination and revaccination immediately upon arrival at the importer's expense.	
o Foreign-vaccinated dogs that have been in a high-risk country in the past six months must also have a valid rabies serologic titer from a CDC-approved laboratory or undergo a 28-day quarantine at a CDC-registered animal care facility at the importer's expense.	
For dogs that have only been in dog rabies-free or low-risk countries in the past 6 months with valid documentation, no additional documentations are required for entry.	

SECTION: HIGH RISK ANIMAL INFORMATION	
Microchip Number: 123-456-789-456-123	
State and Port of Entry: AK - NOME, AK (3128) - SEA	
Mode of Entry: Sea	
Country of Departure: Anguilla	
Arrival Date: 2024-08-02	
Countries Visited in Past 6 Months: Angola	
IF TRAVELING BY AIR INCLUDE:	
Carrier and Flight Number:	
How is the animal traveling?	
IF TRAVELING BY LAND INCLUDE:	
License Plate State:	
License Plate Number:	
IF TRAVELING BY SEA INCLUDE:	
Name of Vessel: TS	
Photo of Animal:	



Note: SPM is updated accordingly

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New Digital Signage for Carry- on Baggage

We have new digital signage to be used for stations having extra gate screens, to be used during the boarding process. (see pictures below).



TRAVELING IN GROUP 5?



You may bring one underseat bag (40x30x15 cm)

Additional carry-on bag can be purchased by scanning the QR code





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

Change the below signage to the new, above:





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Passenger holding one of the following Master Card have free entrance to the SAS Lounges at ARN

The following apply:


- Card holders have free entrance to All SAS Lounges at ARN
- Passenger must fly with SAS or another SkyTeam Airline.
- No guest




Passengers holding one of the following MasterCards are welcome to visit the lounge




SEB Invited




SEB Selected



Nordea Black



Nordea Black



Handelsbanken Black

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GENERAL

SAFETY

Altea Customer Management RUSH Bag Module

Background:

A limitation in the Altea CM RUSH bag module has been identified as a hazard/risk.

When adding RUSH bags in Altea CM the maximum bag weight check is not activated unless the individual bag weight field (Wt) is updated.

Recently on a SAS flight station added the incorrect weight resulting in an average baggage weight on BE (Baggage expedited - RUSH) to 414 kg per baggage.

```
SI XXX   BAG    2363  
BAG WEIGHTS USED XXX E414 F15.7 L16.6
```

This led to incorrect weight on the final loadsheet affecting flight safety.

RUSH bag update via Altea CM

Select from Applications menu: **Baggage** (Ctrl+G)

- Crew/Rush Bags (F8)
- Set baggage Type: Rush
- Update mandatory information, including the individual bag weight in the **Wt** field.

Baggage Identification: Rush and Crew Bags

Select a type of bag and enter acceptance details.

Baggage Information

Baggage Type: **Rush**

Responsible Customer:

Baggage

Field Baggage: / / KG

Enter original tag number, and optionally original flight details, for each rush bag.
If applicable, enter manual tag number.

New Tag Number	Original Tag Number	Wt	Original Destination	Original Flight	Original Date

0 Bags

Manual Itinerary

Flight	Date	From	To
SK	07MAR		

Extra attention to the **Wt** (individual bag weight) to be taken:

The individual bag weight Wt field **must** be filled in. (even if not 'system mandatory')

The sum of individual bag weights (**Wt**) must be equal to the total Hold Baggage weight!

Baggage Information

Baggage Type: **Rush**

Responsible Customer: **ANDERSSON**

Baggage

Hold Baggage: 2 / **27** KG

Enter original tag number, and optionally original flight details, for each rush bag.
If applicable, enter manual tag number.

The sum of individual bag weights must equal the total bag weight.

New Tag Number	Original Tag Number	Wt	Original Destination	Original Flight	Original Date
2117112233	0227123456	11	OSL		
2117334455	0074654321	15	OSL		

2 Bags

If needed, adjust/correct the total Hold Baggage weight.
(open the drop box to calculate)

Select a type of bag and enter acceptance details.

Baggage Information

Baggage Type: **Rush**

Responsible Customer: **ANDERSSON**

Baggage

Hold Baggage: 2 / **27** KG

Enter original tag number, and optionally original flight details, for each rush bag.
If applicable, enter manual tag number.

New Tag Number	Original Tag Number	Wt	Original Destination	Original Flight
2117112233	0227123456	11	OSL	
2117334455	0074654321	16	OSL	

Manual Itinerary

Flight	Date	From	To
1 SK	491	07MAR	ARN OSL
SK		07MAR	OSL

Baggage weight (kg)

11

+ 16

+

Total Weight: 27

OK Cancel

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PROCEDURE

WEAP Bag Handling and Actions at Transfer Point

Background

Due to system limitations the baggage attribute information is not transferred into SAS Altea CM and FM. This limitation is only when the information is from other airlines (OAL). Therefore, the stations must check inbound customer from OAL if they have any special baggage attribute in there booking.

Baggage including firearms is to have firearm tag attached and Special Bag Attribute WEAP added in Altea CM.

The SPL Bag Attribute is the source to secure that the WEAP bag:

- BSM includes. E/WEAP
- reported correct in Altea FM
- included on the loadsheet and on the loadmessage
- the WEAP bag 'telex' is sent to arrival station.

This works fine for SK onto SK but in transfer scenario from a non-SK flight onto SK, the Special Bag Attribute is not cascaded onto the SK flight.

Actions required at transfer point:

Due to the limitations the Station needs to identify if any inbound SR is due on the flight. This shall be done as early as possible.

Search criteria are:

The screenshot shows the SAS Altea CM interface. On the left, the 'Customer List' menu item is highlighted. The main window displays the 'Incarnate Customers (02)' list. The 'Refine Customer Lists with Criteria' section shows the filter 'Special Requirement (SR)' set to 'WEAP'. The results table shows a customer with a 'WEAP' tag.

Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC	Codeshare	Incarnate	Incarnate From	Arrival Time	Bag Details	Services
1 WINCHESTER Colt Mr	AMS	CPH	C	C	2A		✓			Y	N		KL1034	MAN	16:00	2Pcs 32Kg WEAP-WEAP/C/CPH/1/11.W...	

- Identify the WEAP or SR bag tag numbers and add SPL Bag Attribute WEAP in Altea CM.
- Display Baggage and Update Special Bag WEAP

The screenshot shows the SAS Altea CM interface. On the left, the 'Baggage Display' menu item is highlighted. The main window displays the 'Special Bags' list. The 'Update Special Bag' option is selected. The results table shows a customer with a 'WEAP' tag.

Customer	From	To	Bkg	Cabin	Sec	Seat	Accept	Baggage	Info
1 WEAP Inbound Mr	AMS	CPH	C	C	001	18A	✓		SK-GOSMART, WEAP, From CPH

Important: This procedure is described for special bag WEAP but also applies for special bags AVIH, WCBW, WCBD, WCLB and WCMP.

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INFORMATION WEEK 13

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

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
 - 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
 - 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.

Airside Update

Last week FX Requests was released in Airside. Overall, the release has gone well, and we have received a lot of good feedback from you.

With this feedback we have decided to implement the following:

- 1 Sound when you receive a Push Notification for FX.
- 2 A setting where FX request Push Notifications can be toggled On/Off.

We will release these features as soon as possible.

We also have an ongoing issue with sending an update when an FX shift was assigned to someone else. We're working on a resolution for this.

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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

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