

# GROUND HANDLING BULLETIN



**MAY2025**

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## PASSENGER HANDLING

### SAFETY

#### Intoxication and SAS - Zero Tolerance

##### Introduction

There have been a number of cases lately, where the cabin crew and commander are faced with the challenge to confront and disembark intoxicated passengers, before departure. Some passengers have slipped through the barriers and not been discovered, until we were airborne, which could have led to a hazardous situation.

According to the SAS intoxication policy, they should not have been boarded in Altea and let through the gate in the first place! This is what it looks like in the Station Passenger Manual:

**A passenger must be Fit to Fly, meaning be able to evacuate in an emergency, and be able to follow and accept all other instructions on ground or onboard. SAS shall not permit any person with unruly behavior, or signs of intoxication, to enter an aircraft to the extent that the safety of the aircraft or its occupants is likely to be endangered or if the person may cause discomfort to other passenger's or staff. Special caution not to accept intoxicated passengers to enter a SAS aircraft is key, to avoid safety risks, and unruly situations onboard.**

##### Why?

SAS wants to give all passengers a pleasant trip and ensure that cabin crew and flight crew can concentrate on their duties. If there are intoxicated passengers, there is a clear risk of disruptive behaviour, making other passengers uncomfortable and these intoxicated passengers may not be able to respond to safety instructions from our crew, thus posing a risk to all onboard.

## Ground Handler's Duties

Simply put: Be vigilant and restrictive in the gate area. You are the last safety barrier, before this passenger comes onboard. You will most likely learn either by your own experience or by supervisors and colleagues which routes are more likely than others to have this type of challenge. If in doubt, regarding if you are assigned a challenging flight or not, always ask your supervisor and request assistance if you feel uncomfortable.

## Summer

Summer is a challenge in itself. There are more passengers, who are out on vacation trips, rather than business trips. These are more likely to “relax” with alcohol, before starting their vacation trip. Holidays of any kind are the same. Be sure to be more vigilant during such periods and engage with passengers, you feel could be under the influence. If you talk to them, it is easier to spot passengers, who either are or are on their way to become too intoxicated to travel safely.

Let's make this summer's travel an experience to remember, for the right reasons.

Thank You, for making us a safer airline.

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## PROCEDURE

### HBAG Allowance Addition (Pink Star in Altea CM) will be Paused from 12MAY to 26MAY2025

As a part of ancillary revenue investigation, the automated HBAG allowance addition pink star in Altea CM) will be paused from **12MAY to 26MAY2025**.

**Note:** *Passengers are still encouraged to go to kiosk to collect bag tags for their checked bags, but any carry-on bag that is offered to be checked, free of charge (on flights more than 90% booked), has to be checked in using manual Check-in counters.*

#### Procedure for manual check-in

Passengers with cabin baggage to be checked-in, must go to a manual check-in desk. Staff shall use the HB input according to below.

**Important:** When checking in cabin baggage, staff must ask affected passengers, whether their baggage contains any dangerous goods allowed in cabin baggage, but not in checked baggage, i.e., spare lithium batteries and e-cigarettes.

These items must then be removed from baggage and carried in the cabin.

Ref. SPM 5.1 and SPM 19.1.1

### Background:

The procedure to allow carry-on bags to be accepted/checked-in, free of charge on flights with high booking factor and when high number of handbags are expected.

HBAG are bags accepted at check-in, to be loaded in hold and to be collected on the arrival belt at final destination, as any other checked baggage.

### Procedure:

Bag to be accepted as a special bag:

**Baggage**  
Additional Hold Baggage:  /   KG  
Is this a special bag?

Add Special Bag attribute HBAG-Handbag no charge:

**Special Baggage**

|   | Attribute-Description |                                  | Details |
|---|-----------------------|----------------------------------|---------|
| 1 | HBAG                  | <input type="button" value="v"/> |         |
|   |                       | <input type="button" value="v"/> |         |

### A flight banner notifies the staff:

It is also possible for stations locally, to add a flight banner on affected flights, in advance, when preparing the flight, according to below.

A flight banner comment to be updated on eligible flights:

**Acceptance Banner Comments:**  
Pls cki carry on bag as SPL bag HBAG free of charge due full flight

Banner is shown for staff when customer is displayed for acceptance.

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## Embargo for Unaccompanied Minors (UM) to/ from RNN

Embargo for transport om UM to/ from RNN, Denmark, during the period 12-14JUN2025.

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## Thailand Digital Arrival Card (TDAC) Mandatory – Reminder

**01MAY2025**, the Thai authorities introduced a new mandatory procedure for all travelers to Thailand. All **NON-Thai nationals** must complete the Thailand Digital Arrival Card (TDAC) online before arrival.

**Note:** *Thai nationals returning to Thailand are not required to fill out the TDAC.*

Registration is done via the following link: <https://tdac.immigration.go.th>

TDAC registration can only be completed up to 3 days before departure.

### The following apply:

- All NON-Thai nationals must complete the TDAC
- TDAC online is available for submission within the 3 days period preceding your travel date.
- Passengers shall have their information ready as Passports, traveling documents, full name, date of birth, nationality, travel itinerary (flight information, travel date and accommodation details in Thailand (e.g. hotel) and necessary health declarations.
- All travelers, except those with Thai passports, must complete the TDAC.
- The confirmation must be presented at immigration in Thailand.
- TDAC cannot be completed earlier than 3 days before departure.
- The form is available in English.
- It is possible to add multiple travelers to one registration.

### Passengers must complete the TDAC via the following link:

- Passengers shall visit the following website <https://tdac.immigration.go.th> and then click the arrival card button or scan the QR code.
- Next step:
  - provide the requested information
  - passengers with specific nationalities or with travel history to the areas that have been identified as high-risk areas for specific disease within 14 days, the system will prompt to fill out an additional health declaration.

Below example of a filled out TDAC:

## Side 1

1

2

3

Personal Information

Trip & Accommodation Information

Health Declaration

Personal Information In Passport

\*Family Name

DOE

\*First Name

JOHN

Middle Name

Only letters A-Z are allowed.

\*Passport No.

XX123456

\*Nationality/Citizenship

DNK : DANISH

Personal Information

\*Date of Birth

2000

01

01

\*Occupation

EMPLOYEE

\*Gender

FEMALE

MALE

UNDEFINED

Visa No.

\*Country of Residence

THE KINGDOM OF DENMARK

\*City/State of Residence

CAPITAL REGION OF DENMARK

\*Phone No.

+ 45

22334455

Continue

Delete This Traveler

## Side 2

1

2

3

Personal Information

Trip & Accommodation Information

Health Declaration

Trip Information

Same as previous Traveler

Arrival Information

\*Date of Arrival

2023/04/04

\*Country where you Boarded

THE KINGDOM OF DENMARK

\*Purpose of Travel

HOLIDAY

\*Mode of Travel

ARR

LAND

SEA

\*Mode of Transport

COMMERCIAL FLIGHT

\*Flight No. / Vehicle No.

TG951

Departure Information

Date of Departure

2023/05/01

\*Mode of Travel

ARR

LAND

SEA

Mode of Transport

Flight No. / Vehicle No.

Accommodation Information

I am a transit passenger, I don't stay in Thailand.

\*Type of Accommodation in Thailand

\*Province

Select or enter

\*District, Area

Select or enter

\*Sub-District, Sub-Area

Select or enter

Post Code

\*Address

e.g. ABC COMPLEX BUILDING A, SOUTH ZONE, 120 MOO 3, CHANG BATTANA ROAD

Previous

Continue

Delete This Traveler

SAS

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## Side 3

1  
Personal Information

2  
Trip & Accommodation Information

3  
Health Declaration

### Health Declaration

Passengers travelling to and entering Thailand have to be vaccinated with the vaccines approved by Thailand or by the World Health Organization (WHO) or other vaccines as allowed by the Ministry of Public Health of Thailand.

Please list the name of the countries where you stayed within two weeks before arrival

THE KINGDOM OF DENMARK
THE KINGDOM OF SWEDEN
THE KINGDOM OF SPAIN

v

Previous
Delete This Traveler
Add Other Travelers
Preview

## Check, add email, accept and send

Arrival Card - MR Arrival Card - Review

Please verify the accuracy of all information before submitting the form. Use 'Edit' to modify information, 'Delete' to remove entries, and select 'Submit' when all information is complete and correct.

john.doe (00250404)

**Personal information in Passport**

Full Name: JOHN DOE  
Nationality/Citizenship: DANISH  
Passport No.: XYZ123456

**Personal information**

Date of Birth: 20000101  
Gender: UNDEFINED  
City/State of Residence: CAPITAL REGION OF DENMARK  
Phone No.: +45 22334455

**Trip Information**

**Arrival information**

Date of Arrival: 20250404  
Purpose of Travel: BUSINESS  
Mode of Transport: COMMERCIAL FLIGHT  
Country where you arrived: THE KINGDOM OF DENMARK  
Mode of Travel: AIR  
Flight No. / Vehicle No.: TG801

**Departure information**

Date of Departure: -  
Mode of Transport: -  
Flight No. / Vehicle No.: -

**Accommodation information**

Type of Accommodation in Thailand: HOTEL  
Province: BANGKOK  
Sub-District, Sub-Area: NAI ARUN  
Address: 245 BANGKOK RD 14  
District, Area: BANGKOK 101  
Post Code: 10000

**Health Declaration**

Passengers travelling to and entering Thailand have to be vaccinated with the vaccines approved by Thailand or by the World Health Organization (WHO) or other vaccines as allowed by the Ministry of Public Health of Thailand.

Please list the name of the countries where you stayed within two weeks before arrival: THE KINGDOM OF DENMARK, THE KINGDOM OF SWEDEN, THE KINGDOM OF SPAIN

\* Please specify an email to send Thailand Digital Arrival Card - e.g. web@company.com

I have read and accepted the [terms and conditions](#).

Back
Send

**The confirmation is sent to the added email address. It is possible to update the information.**

Your Thailand Digital Arrival Card submission is successful!

Transaction Date: 2025/04/02 17:17:02

This acknowledgement message will also be sent to the email address you have provided. You may choose to download or print a copy of this for the duration of your stay in Thailand.

If need be, you can [update](#) the submitted information prior to the trip.

Please note that the Thailand Digital Arrival Card is not visa.

Thank you for using the Thailand Digital Arrival Card.

**Traveler 1**

Th Digital Arrival Card No.: 7933268

Full Name (In Passport): JOHN DOE

Date of Arrival: 2025/04/04

Passport No.: XYZ123456

Home



- Important to inform all passengers regarding the new procedure for entrance in Thailand, so they are prepared. See also information below, regarding gate announcement for the Scandinavian HUBS.
- An email with information regarding the new requirement will be sent to all passengers to Thailand with departure date from 01MAY2025
- Information will be updated on SAS Website

**For more information see links below:**

Guide: <https://tdac.immigration.go.th/manual/en/index.html>

TDAC: <https://tdac.immigration.go.th/arrival-card/#/home>

Youtube video: <https://www.youtube.com/watch?v=QSEoVloM5A0>

### **Information to Scandinavian HUBS:**

**Before Boarding make an announcement with the following information:**

*We would like to inform you about the new requirements for travelers to Thailand.  
All NON-Thai nationals must complete the Thailand Digital Arrival Card (TDAC) online before arrival. You find more information on SAS website.*

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## **Boarding Group 3 for Passengers in Emergency Exit Rows Short Haul – Reminder**

Effective since **23APR2025** we board passengers seated in Emergency Exit rows in Boarding Group 3 on all Short Haul flights. As an additional measure to avoid delays, this change is made to ensure that passengers seated on Emergency Exit rows have enough time to place their cabin baggage and belongings in the overhead bins before it become too full.

### **The following apply:**

- Altéa CM is updated accordingly, and Boarding Group 3 will be printed on the Boarding Cards (incl. Kiosk, Web, App) for affected passengers.
- EBG and SkyTeam Elite Plus will still board in Boarding Group 1, regardless of where they are seated.
- If SAS Plus is large enough to extend over Emergency Exits, they will of course belong to Boarding Group 2.
- There are no changes for EBS and SkyTeam Elite passengers, since they already belong to Boarding Group 3.



**Note:** *everyone in a group of up to five passengers will be assigned boarding Group 3, even if only one in the reservation is seated in an Emergency Exit seat row.*

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## Changed Pricing Levels for Carry-on Baggage – Reminder

We have changed the pricing levels for Carry-on baggage, applicable for passengers traveling in SAS Go Light. This to align price points sold online and in handheld terminals at airport.

### In Short:

- Applies to all short haul markets.
- Prices via QR code will be based on ATPCO filed price, same as via sas.xx.
- It is now the same price in handheld devices as in MMB (Manage My Booking).
- The handheld devices are already updated with the new prices.

Table below shows the excess rate for a Cabin Baggage applicable for passengers traveling in SAS Go Light.

| Passenger                                     | Number of Pieces,<br>maximum Weight and<br>dimension per piece | Price Domestic SE/ DK/<br>NO and Intrasand        | Europe incl to/ from LB                           |
|---|--|---|---|
| Passenger traveling on<br>SAS Go Light ticket | 1 Piece<br>8 kg<br>55 x 40 x 23 cm<br>(22 x 16 x 9 in)         | EUR 25<br>SEK 250<br>NOK 250<br>DKK 200<br>USD 29 | EUR 29<br>SEK 290<br>NOK 290<br>DKK 230<br>USD 34 |

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## INFORMATION

### New SSR Codes for Prepaid Baggage – Reminder

**28APR2025**, XBAG for **Prepaid** baggage in the PNR was replaced by ABAG BBAG and CBAG.

ABAG= First prepaid bag

BBAG= Second prepaid bag

CBAG= Additional prepaid bag

This change will apply for new bookings in Amadeus reservation, and the SSR: s will be visible in the Customer Profile Record under Info in Altéa CM.

#### Notes:

- SSR XBAG may still occur for some time due to technical reasons
- The procedure for handling of excess baggage at the airport will remain the same as today.

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### SAS New Commercial Concept – Reminder

SAS will implement a new Commercial Concept.

01OCT2025 SAS flights start to operate with the new concept.

#### New Concept

##### Improved bundles

- Plus is upgraded to Business on all International flights in Europe (+Greenland/ Nuuk)
- Plus is rebranded to Premium on Domestic flights
- Flex is introduced as a flexible ticket type in the Economy cabin.

##### Simplified names

- Shorter and easier to understand
- More aligned with airline industry and Sky-Partners

## Timeline:

- **06MAY2025** – Sales start for new concept
- **01OCT2025** – Flight start for new concept
- **06MAY- 01OCT2025** – We fly the current concept (Go/ Plus) but sell both concepts depending on flight date.

## Improved premium product elements in Business on International flights in Europe



## New Ticket names and bundles

| Cabin                        | Current name       | New name         | Short haul Domestic | Short Haul International | Long haul |
|------------------------------|--------------------|------------------|---------------------|--------------------------|-----------|
| Economy                      | SAS Go Light       | = Light          | ✓                   | ✓                        | ✓         |
|                              | SAS Go Smart       | = Standard       | ✓                   | ✓                        | ✓         |
|                              | SAS Go Pro         | = Flex*          | ✓<br>NEW!           | ✓<br>NEW!                | ✓         |
| Premium<br>(Premium economy) | SAS Plus Smart     | = Premium        | ✓                   |                          | ✓         |
|                              | SAS Plus Pro       | = Premium Flex   | ✓                   |                          | ✓         |
| Business                     | SAS Business Smart | = Business*      |                     | ✓<br>NEW!                | ✓         |
|                              | SAS Business Pro   | = Business Flex* |                     | ✓<br>NEW!                | ✓         |

**Sold until September 30<sup>th</sup> for  
Flights until September 30<sup>th</sup>**

**Sold from May 6<sup>th</sup> for  
Flights from October 1<sup>st</sup>**

## Illustrative offer for an international flight search

**CHOOSE FLIGHT**

Helsinki **HEL** Geneva **GVA** →

TUE 30 SEP 1,431:-   **WED 01 OCT 1,431:-**   THU 02 OCT 1,431:-   Sort by: Recommended ▾

**EXIT**

16:05 – 19:30  
1 stop, 04h 25m  
① **WHOLE** → CPH → **GVA**  
Operated by SAS Connectand Cityjet

Economy **1,604:-** 2 left   Business **57 122:-**

| LIGHT  | STANDARD  | FLEX  | BUSINESS   |
|--|---|---|--|
| <ul style="list-style-type: none"> <li>1 x underseat bag (40x30x15 cm)</li> </ul>              | <ul style="list-style-type: none"> <li>1 x underseat bag (40x30x15 cm)</li> <li>1 x 8 kg hand luggage (55x40x23 cm)</li> <li>1 x 23 kg checked baggage</li> </ul> | <ul style="list-style-type: none"> <li>1 x underseat bag (40x30x15 cm)</li> <li>1 x 8 kg hand luggage (55x40x23 cm)</li> <li>1 x 23 kg checked baggage</li> <li>Fast Track (if available)</li> <li>Change to an earlier or later flight on the day of departure (if available)</li> </ul> | <ul style="list-style-type: none"> <li>1 x underseat bag (40x30x15 cm)</li> <li>1 x 8 kg hand luggage (55x40x23 cm)</li> <li>2 x 32 kg checked baggage</li> <li>Fast Track (if available)</li> <li>Lounge (if available)</li> <li>Priority boarding</li> <li>Food &amp; Drink</li> <li>Free WiFi (if available)</li> </ul> |
| <ul style="list-style-type: none"> <li>Rebookable for a fee</li> <li>Non-refundable</li> </ul> | <ul style="list-style-type: none"> <li>Rebookable for a fee</li> <li>Non-refundable</li> </ul>  | <ul style="list-style-type: none"> <li>Rebookable</li> <li>Refundable</li> </ul>  | <ul style="list-style-type: none"> <li>Rebookable for a fee</li> <li>Non-refundable</li> </ul>   |
| <b>1,604:-</b> /adult  | <b>1,874:-</b> /adult   | <b>55,932:-</b> /adult  | <b>57 122:-</b> /adult   |

06:35 – 10:20   **WHOLE** → CPH → **GVA**   Show the trip ^   Economy   Business

**ROUND TRIP**   **DATE**   **TRAVELERS**   **TOTAL**   [incl. 901 SEK Taxes and fees](#)   **CHOOSE HOME TRIP**

### Remarks

- 1 “Busienss Flex” i not shown in picture
- 2 Product element for “Middle seat free” in Business is missing.

## Product elements per bundle on short haul flights

| Cabin           | Ticket types  | Baggage        |             | Onboard             |                  |               |                | Flexibility |                |            | Airport       |            |               |
|-----------------|---------------|----------------|-------------|---------------------|------------------|---------------|----------------|-------------|----------------|------------|---------------|------------|---------------|
|                 |               | Carry on bag   | Checked bag | Front cabin seating | Middle seat free | Cabin divider | Meals & drinks | Rebookable  | Free rebooking | Refundable | Lounge access | Fast track | Prio boarding |
| Economy         | Light         | ✗              | ✗           | ✗                   | ✗                | ✗             | ✗              | ✓           | ✗              | ✗          | ✗             | ✗          | ✗             |
|                 | Standard      | ✓              | ✓           | ✗                   | ✗                | ✗             | ✗              | ✓           | ✗              | ✗          | ✗             | ✗          | ✗             |
|                 | Flex          | ✓              | ✓           | ✗                   | ✗                | ✗             | ✗              | ✓           | ✓<br>(New)     | ✓<br>(New) | ✗             | ✓<br>(New) | ✗             |
| Premium Economy | Premium       | ✓<br>(2x23 kg) | ✓           | ✓                   | ✗                | ✗             | ✓              | ✓           | ✗              | ✗          | ✓             | ✓          | ✓             |
|                 | Premium Flex  | ✓<br>(2x23 kg) | ✓           | ✓                   | ✗                | ✗             | ✓              | ✓           | ✓              | ✓          | ✓             | ✓          | ✓             |
| Business        | Business      | ✓<br>(2x32 kg) | ✓           | ✓                   | ✓<br>(New)       | ✓<br>(New)    | ✓<br>(2.0)     | ✓           | ✗              | ✗          | ✓<br>(2.0)    | ✓          | ✓             |
|                 | Business Flex | ✓<br>(2x32 kg) | ✓           | ✓                   | ✓<br>(New)       | ✓<br>(New)    | ✓<br>(2.0)     | ✓           | ✓              | ✓          | ✓<br>(2.0)    | ✓          | ✓             |

## Fare structure overview – Domestic

| DOMESTIC |           |               |       |          |      |         |              |  |
|----------|-----------|---------------|-------|----------|------|---------|--------------|--|
| Cabin    | Fare Type | Booking Class | Light | Standard | Flex | Premium | Premium Flex |  |
| Premium  | Business  | C             |       |          |      | ✓       | ✓            |  |
| Premium  | Business  | D             |       |          |      | ✓       | ✓            |  |
| Premium  | Business  | Z             |       |          |      | ✓       | ✓            |  |
| Premium  | Business  | J             |       |          |      | ✓       | ✓            |  |
| Premium  | Premium   | Y             |       |          |      | ✓       | ✓            |  |
| Premium  | Premium   | S             |       |          |      | ✓       | ✓            |  |
| Premium  | Premium   | B             |       |          |      | ✓       | ✓            |  |
| Premium  | Premium   | P             |       |          |      | ✓       | ✓            |  |
| Premium  | Premium   | A             |       |          |      | ✓       | ✓            |  |
| Economy  | Economy   | E             | ✓*    | ✓        | ✓    |         |              |  |
| Economy  | Economy   | M             | ✓*    | ✓        | ✓    |         |              |  |
| Economy  | Economy   | H             | ✓*    | ✓        | ✓    |         |              |  |
| Economy  | Economy   | Q             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | W             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | U             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | R             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | K             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | N             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | L             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | T             | ✓     | ✓        | ✓    |         |              |  |
| Economy  | Economy   | O             | ✓     | ✓        | ✓    |         |              |  |
| Youth    | Economy   | V             | ✓     | ✓        |      |         |              |  |

\* Excluded on some routes (UK,PLQ)

## Fare structure overview – Short haul International

| SHORT HAUL INTERNATIONAL |           |               |       |          |      |                           |
|--------------------------|-----------|---------------|-------|----------|------|---------------------------|
| Cabin                    | Fare Type | Booking Class | Light | Standard | Flex | Business<br>Business Flex |
| Business                 | Business  | C             |       |          |      | ✓                         |
| Business                 | Business  | D             |       |          |      | ✓                         |
| Business                 | Business  | Z             |       |          |      | ✓                         |
| Business                 | Business  | J             |       |          |      | ✓                         |
| Business                 | Premium   | Y             |       |          |      | ✓                         |
| Business                 | Premium   | S             |       |          |      | ✓                         |
| Business                 | Premium   | B             |       |          |      | ✓                         |
| Business                 | Premium   | P             |       |          |      | ✓                         |
| Business                 | Premium   | A             |       |          |      | ✓                         |
| Economy                  | Economy   | E             | ✓*    | ✓        | ✓    |                           |
| Economy                  | Economy   | M             | ✓*    | ✓        | ✓    |                           |
| Economy                  | Economy   | H             | ✓*    | ✓        | ✓    |                           |
| Economy                  | Economy   | Q             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | W             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | U             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | R             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | K             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | N             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | L             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | T             | ✓     | ✓        | ✓    |                           |
| Economy                  | Economy   | O             | ✓     | ✓        | ✓    |                           |
| Youth                    | Economy   | V             | ✓     | ✓        |      |                           |

\* Excluded on some routes (UK,PLQ)

## Fare structure overview – Longhaul

| LONG HAUL (AMERICAS & ASIA) |           |               |       |          |      |         |              |          |               |
|-----------------------------|-----------|---------------|-------|----------|------|---------|--------------|----------|---------------|
| Cabin                       | Fare Type | Booking Class | Light | Standard | Flex | Premium | Premium Flex | Business | Business Flex |
| Business                    | Business  | C             |       |          |      |         |              | ✓        | ✓             |
| Business                    | Business  | D             |       |          |      |         |              | ✓        | ✓             |
| Business                    | Business  | Z             |       |          |      |         |              | ✓        | ✓             |
| Business                    | Business  | J             |       |          |      |         |              | ✓        | ✓             |
| Premium                     | Premium   | Y             |       |          |      | ✓       | ✓            |          |               |
| Premium                     | Premium   | S             |       |          |      | ✓       | ✓            |          |               |
| Premium                     | Premium   | B             |       |          |      | ✓       | ✓            |          |               |
| Premium                     | Premium   | P             |       |          |      | ✓       | ✓            |          |               |
| Premium                     | Premium   | A             |       |          |      | ✓       | ✓            |          |               |
| Economy                     | Economy   | E             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | M             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | H             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | Q             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | V             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | W             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | U             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | R             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | K             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | N             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | L             | ✓     | ✓        | ✓    |         |              |          |               |
| Economy                     | Economy   | T             | ✓     | ✓        | ✓    |         |              |          |               |
| Youth                       | Economy   | O             | ✓     | ✓        |      |         |              |          |               |

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### Turnaround Communication

#### Introduction:

Communication has always been a vital aspect of aviation, particularly since the implementation of CRM (Cockpit Resource Management) and crew briefings. Teamwork and effective communication have since then become a mandatory part of crew training.

However, a relatively new focus is emerging on ground crew communication. Only this year, IATA made it mandatory to conduct briefings prior to the arrival of an aircraft. Given that many ground tasks require teamwork, ensuring that everyone is fully aware of the ongoing and upcoming activities is of utmost importance.

#### Boarding Procedure

Before boarding starts, it is important that the gate agents and the cabin crew share reality.

- Are we prepared for blue strap boarding?
- Are we going to use the aft stairs?
- Are there any passengers with special needs?
- Are we expecting any late arriving passengers?
- Etc

By sharing this kind of information, before the boarding process starts, you can avoid much frustration and misunderstandings.

#### Safety Critical Practices:

Below is a list of actions that require clear communication between the ground crew and the flight deck. Several of these actions are of critical importance and must be executed without any misunderstandings. Let's delve into the communication requirements for each instance:

**Marshalling:** (when applicable, see last page of this article) from IGOM 4.1.2

#### Confirmation that wheel chocks are in place:

This confirmation is essential for the flight crew during every arrival, as it enables them to release the brakes during a turnaround. This confirmation can be achieved either through interphone communication or visually. (IGOM 4.2.1)



**Handling of passenger stairs without auto-leveling function:**

When dealing with stairs without auto-leveling function, they must be "constantly supervised." This is a shared responsibility between ground staff and cabin crew, as described in AHM 7.3.

**Opening and closing of cabin doors:**

When passengers are inside the aircraft, the procedure is for the person on the outside to knock on the door, confirming to the crew that the door is clear to open. For allowing passengers to disembark, a verbal communication or a thumbs-up can be used as confirmation.

Additionally, this is an opportunity to inform the cabin crew about the availability of AFT stairs or any other important information they should be aware of.

It is crucial to maintain communication between the gate agent and the cabin crew when boarding is complete. This ensures that the gate/stairs can be removed as soon as the cabin door closes. The full procedure is to be found in AHM 7.10

**Fueling with passengers on board:**

Two-way communication must be established and maintained throughout the entire fueling process. This can be done by interphone, visual communication, radio, or VHF. Confirming when fueling is about to start and when it is finished is essential and must be communicated to the responsible member on board the aircraft. (IATA AHM 462)

**Removal of Cooling/Heating Units and GPU:**

Pre-conditioned air should be disconnected just before departure, the flight crew should be informed so that the APU can be started. Cabin temperature greatly impacts the customer experience.

Ensure to confirm with the flight crew before disconnecting ground power, either verbally or visually. Disconnecting ground power prematurely can lead to canceled flights and expensive maintenance costs. (AHM 7.6 and IGOM 4.1.4.1)

**Pushback and engine start using interphone:**

The items to be communicated during pushback and engine start are stated very clear in IGOM 4.6.6.3.

**Pushback and engine start using hand signals:**

Hand signals should only be used as a last resort when no other options are available, as they carry a greater risk of misunderstandings. This is also true for both smaller aircraft and open ramps.

Certain situations may require the flight crew to share information that is difficult to express with hand signals. Ensuring vital information is communicated and understood becomes even more critical during emergencies when response time is crucial.

Before using hand signals, ensure that everyone involved is informed, and be very clear with your intentions to avoid misunderstandings. Hand signals for departure should only be used when the interphone system is unserviceable, during thunderstorms, or in other extreme situations. (IGOM 4.6.6.4)

### **Air Starter Unit (ASU) operations:**

When using an ASU, there are usually three people involved: the responsible ground crew, the ASU operator, and the flight crew. It is essential that all these individuals know what to expect, including ASU placement, engine start sequence, when to apply bleed air, and when it is safe to disconnect both ASU and GPU.

The usage of air starter units is relatively uncommon, so it is vital to be aware of the procedures when the occasion arises. Recently, SAS updated the A320 ASU operation to align more with the IATA standard. A significant change is that the commander can decide which engine to start with the help of the ASU, meaning the ASU must be positioned on the opposite side of the engine being started.

The first two actions when handling an ASU revolve around communication:

- Establish communication with the flight crew and confirm the engine start sequence to be used. Engine startup using ASU must be performed using verbal communication between the flight crew and the ground crew. Starting both engines with ASU is not allowed.
- Advise the engine start sequence to the ASU operator and any other ground staff. Position the ASU on the opposite side of the aircraft from the engine being started.

The full procedure is described in AHM 320 7.7.

### **Engine Start using Cross-Bleed:**

The procedure for engine start using cross-bleed must be agreed upon before initiation. Specific requirements can be found in the SAS AHM 8.4.1.

### **De/anti-icing:**

Clear standards for de/anti-icing communication are available in AS6285, covering both the order of de/anti-icing treatment and anti-icing code.

The de-icing crew often acts as the flight crew's eyes outside the aircraft. If something appears to be amiss, it is essential to communicate it promptly.

### **Conclusion:**

Fostering communication is key to achieving common goals in the aviation industry, such as high safety standards, customer satisfaction, a positive working environment, and on-time performance. Respecting and communicating with colleagues is essential, especially when things don't go as planned. Effective communication breaks down barriers between departments and creates a more enjoyable workplace for everyone.

Remember, when uncertain, always ask! Avoid making assumptions or taking things for granted. Open communication and problem-solving together contribute to successful teamwork and better operational outcomes.

Thanks for making us a safer airline!

### **Standard arrival at a stand without an automated guide-in system or at an open ramp**



As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the "Identify Gate/Stand" signal.



Wing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop.

While the aircraft taxis along the guide-in line, the marshaller gives the "Continue to Taxi Straight Ahead" signal with marshalling wands.



The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the "Turn Left (from the flight crew's point of view)" or "Turn Right (from the flight crew's point of view)" signals to correct the track of the aircraft as required.



If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to "STOP".

A fast movement of the hands to "STOP" position indicate an emergency stop is needed.



As the aircraft approaches the stop position, use the “Slow Down” signal, if required. As the nose wheel reaches the stop point, slowly cross the wands in the “STOP” signal.

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## INFORMATION

### Implementation Orlando for Ground – Reminder

As written in the Ground Handling Alert **29APR2025 Orlando is now** SAS primarily document Management system for Ground. For those of you who are not already familiar with Orlando, take the next few weeks to become familiar with the Orlando document Management system.

**Note:** DocuNet will be available as a backup option until further notice

#### Content:

- Background
- Go Live date for Ground
- Ongoing revisions of Manuals
- When a manual is changed to a PDF the following will occur
- Annotations/ Bookmarks on DocuNet will disappear.
- How to login to Generic Users accounts
- Login details for Generic Users
- User Guide Web Orlando (Desktop site)
- User Guide SAS Orlando Android App

#### 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 Ground, SAS Scandinavia, SAS Link, SAS Connect and SAS Maintenance Production. 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 **29APR2025** for Orlando to become SAS primarily document management system for Ground.
- **DocuNet** will be available as a backup option until further notice
- Orlando will be accessible from any web browser and there will also be a mobile app available on both iOS and Android.
- **Orlando Web Application** has been pushed to your device/devices and is available through single sign on. Please see below link to Web Orlando user guide in desktop site
- **Orlando Android App** is pushed to your Android 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 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 24 hours.

### **Ongoing Revisions 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.

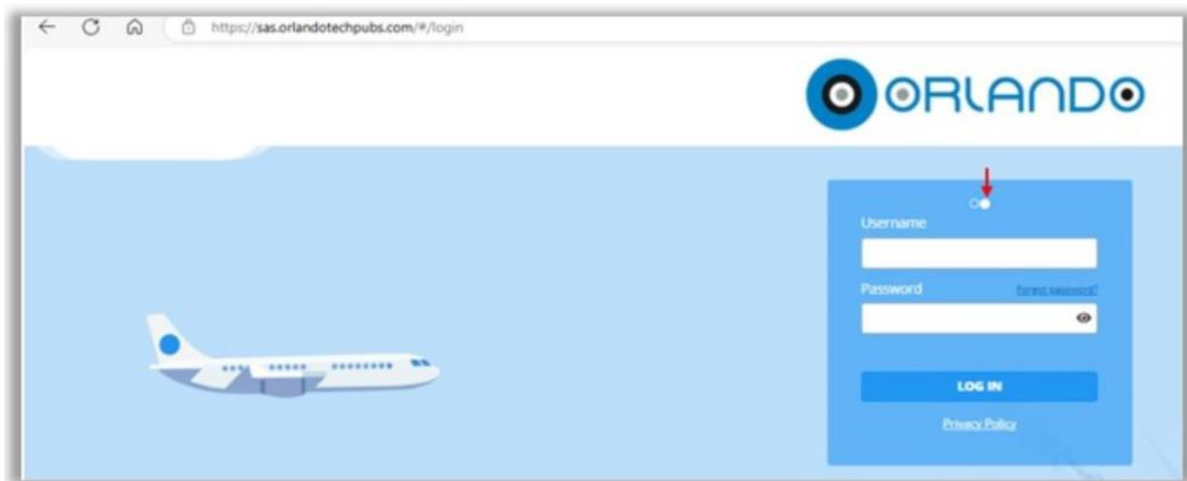
## **Annotations/ Bookmarks on DocuNet will Disappear**

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.

## **How to Log in to Generic User Accounts**

### **Webb**

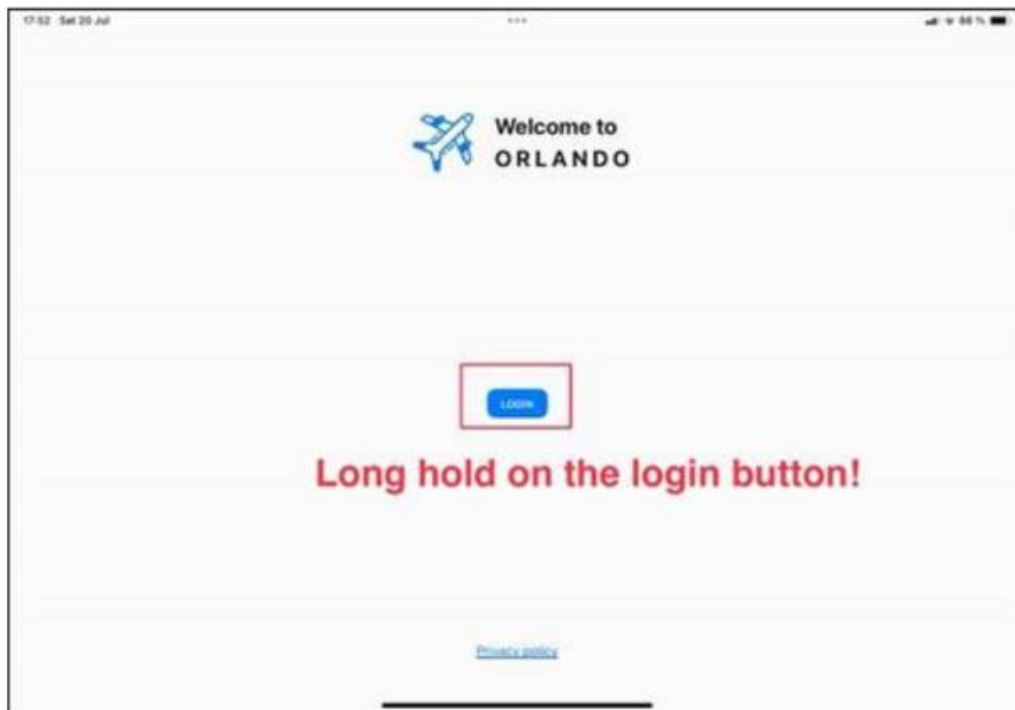
On the web, press on the dot on the right-hand side:



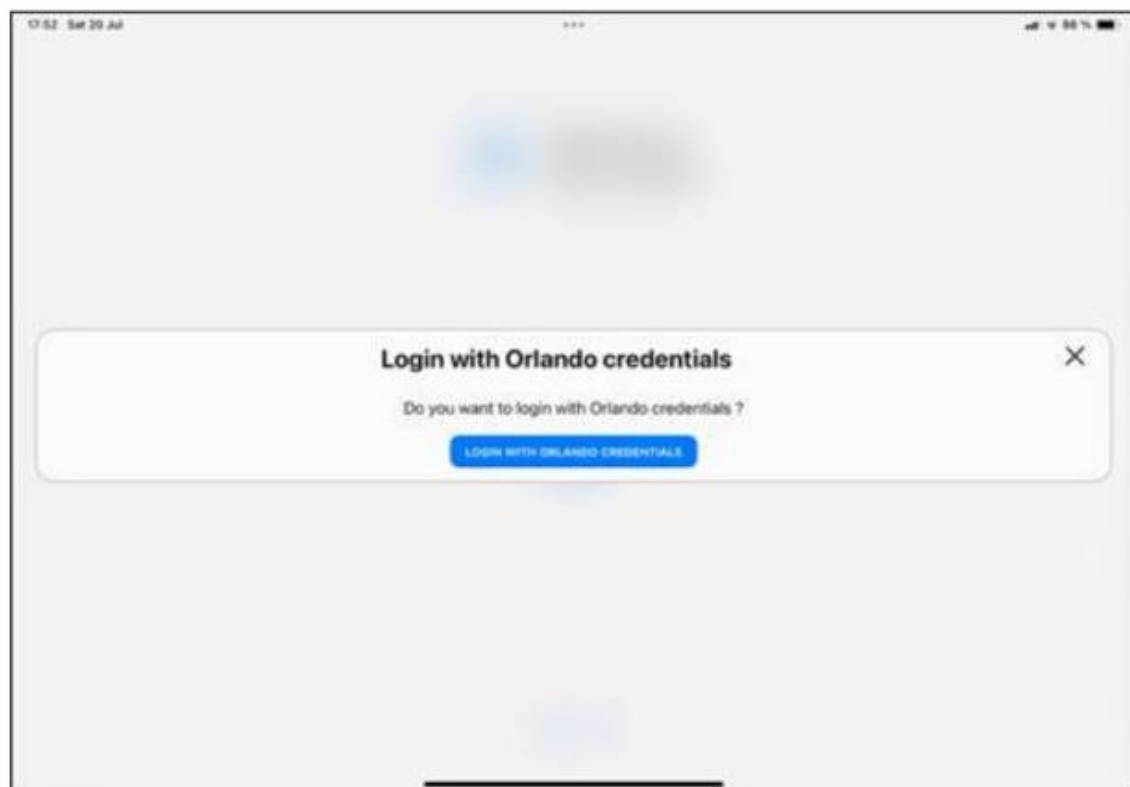
Enter the credentials for the generic user account you wish to enter.

## iPad

On the iPad Orlando application, press the login button for an extended period of time:



Then choose "login with Orlando Credentials":





**Note:** if the error message “Your device is now pending enrollment. Please contact your company administrator” shows, please contact your company administrator if you have any questions.

Please try to login again after 24 hours.

## **Login details for Generic Users**

Separate email has been sent to respective Station Management (KK/GLSS) that includes Login details.

This applies to:

- Staff within SK SGH using generic user, and,
- External Ground handlers.

## **User Guide Web Orlando (Desktop site)**

Web Orlando is a link that opens in your web browser. Since you are using a mobile phone the webpage will open in Mobile view, and that is **not a good** view for you.

To change the view, follow these steps:

### **Chrome Web Browser on your mobile phone:**

1. Open Web Orlando
2. Select the three dots upper righthand corner
3. Select “Open in Chrome” from the menu
4. In the new opened window, select the three dots again
5. Select “Desktop site” from the menu

Now you can select “Log in with SAS credentials” and the app starts to log you in. Typically, it can ask for your SAS email address and password, also challenging you for Authenticator.

### **Edge Web Browser on your mobile phone:**

1. Open Web Orlando
2. Select the three lines lower righthand corner
3. Select “Open in Chrome” from the menu
4. In the new opened window, select the three lines again
5. Select “Desktop site” from the menu

Now you can select “Log in with SAS credentials” and the app starts to log you in. Typically, it can ask for your SAS email address and password, also challenging you for Authenticator.

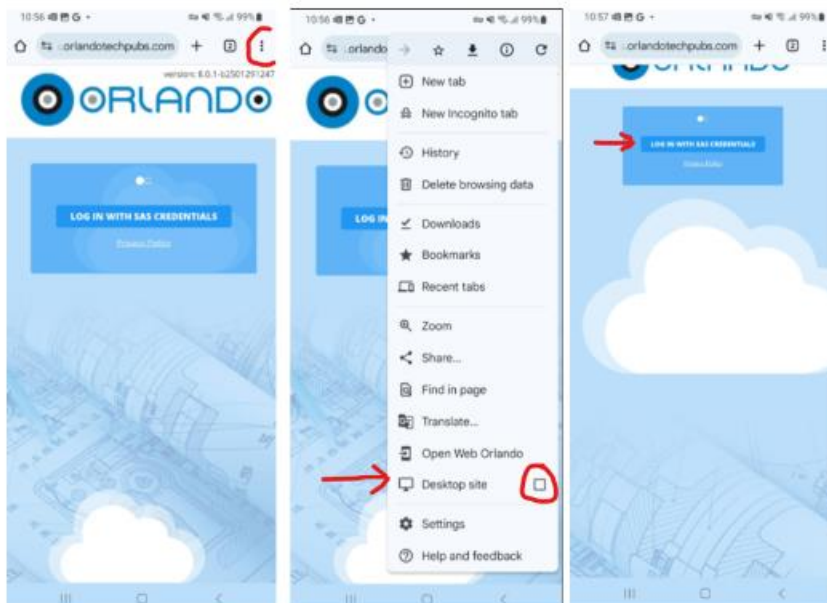
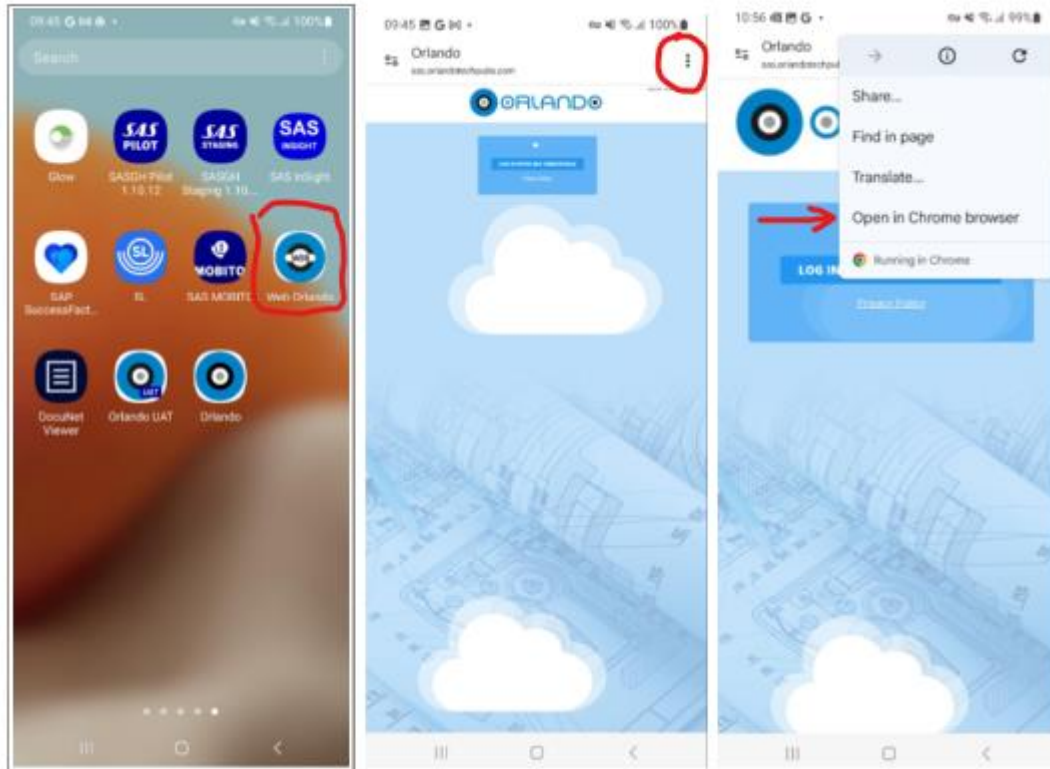
### **Other Web Browsers on your mobile phone:**

1. Open Web Orlando
2. Select the web browser menu button
3. Select “Name of browser” from the menu

4. In the new opened window, web browser menu button again
5. Select "Desktop site" from the menu

Now you can select "Log in with SAS credentials" and the app starts to log you in. Typically, it can ask for your SAS email address and password, also challenging you for Authenticator.

Here are some screen shots (Chrome)



## User Guide SAS Orlando Android App

The Orlando app is made for viewing SAS manuals on an Android device. It will replace our current DocuNet app. The app is under development as we speak, and the functionalities are limited. More functionalities will be added in the future.

For the time being only 24 selected manuals are available in PDF format in the app.

### Login

Enter “**sas**” in the field marked **ICAO** and select “**Login**”. The app will redirect you to the SAS Authentication process. If needed, you will be prompted to enter your SAS email address and password. You could also be prompted for Authenticator verification.

Once the app has started it will tell you that “Your Library is up to date”. This will change after a minute and show how many publications are missing. Select the **three lines** in the upper left corner and select **Library**. Select the **Cloud** symbol in the lower right corner and select **Download All**. Be patient, downloading can take some time!

### Using the app

Open **Library** and select the manual you need to access. You will now be prompted to select one of the PDF readers installed on your device. You will be prompted to select to use this reader **One time** or **Always**, and it is up to you to choose. By choosing **Always** you will not get the question next time you open a manual.

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## ABOUT GROUND HANDLING BULLETIN

The contents of this Bulletin are published by SAS Operations 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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