

GROUND HANDLING BULLETIN



JUN2025

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PASSENGER HANDLING

PROCEDURE

Re-attach the blue strap if you remove it for temporary activities

Introduction

Recently, we've had some reports, where the passengers just show up in the aircraft, even though the blue strap was connected across the bridge before the crew started their security check.

It turns out that both maintenance, cleaners and caterers sometimes remove the strap to get access to the aircraft; but forget to re-attach it.

Since the gate will start "Blue Strap Boarding" at a set time before departure, the passenger flow will continue into the aircraft, potentially disturbing the crew in their preflight checks.

It may also create confusion and irritation among the passengers, when they are made to back up the passenger bridge, before being allowed to board.

Procedure

The blue strap shall only be removed by the crew or the gate agent. Any other staff category passing the blue strap to perform a duty onboard, must re-attach it before continuing on with their work.

The only reason not to do this, is if the gate agent or the crew specifically have requested your help in this matter.

Thank You for making us a more efficient airline!

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Revised prices for Carry on baggage from 01JUN2025

Effective 01JUN2025 SAS is updating the prices for Cabin baggage sold less than 4 hours before departure.

Updated in ATPCO 01JUN2025.

New prices for Cabin baggage online less than 4 hours before departure:

Domestic within SE/NO/DK (incl FAE)	Digital Channels				
	EUR	SEK	NOK	DKK	USD
Less than 4 hrs before departure	30	300	300	250	35

Intrascand					
	EUR	SEK	NOK	DKK	USD
Less than 4 hrs before departure	30	300	300	250	35

Europe incl to/from LB					
	EUR	SEK	NOK	DKK	USD
Less than 4 hrs before departure	35	350	350	300	40

New Prices for Cabin baggage Hand terminals less than 4 hours before departure:

Domestic within SE/NO/DK (incl FAE)	Fares available from 01JUN25 Fares only filed in hand terminal -->				
	EUR	SEK	NOK	DKK	USD
	45	450	450	400	50

Intrascand					
	Fares only filed in hand terminal -->				
	EUR	SEK	NOK	DKK	USD
	45	450	450	400	50

Europe incl to/from LB					
	Fares only filed in hand terminal -->				
	EUR	SEK	NOK	DKK	USD
	50	500	500	450	55

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Revised prices Lounge access from 01JUN2025

Effective 01JUN2025 SAS is increasing the prices for Lounge Access less than 3 hours before departure.

Prices updated in ATPCO from 01JUN2025.

. PRICES FROM 01 JUN 25					
HANDTERMINAL OSL Int, ARN Int, GOT, CPH (excl. EWR & ORD)					
	SEK	NOK	DKK	EUR	USD
SAS Lounge acces	399	399	299	39	
AMEX /Campaign SAS Lounge	229	219	179	26	
SAS Staff Discount	120	120	100	15	
Group 10 Pax+ Price p. person	349	349	249	35	
STAR member Lounge	399	399	299	39	
HANDTERMINAL EWR & ORD					
	SEK	NOK	DKK	EUR	USD
SAS Lounge access					59
DNB&AMEX SASLounge					
SAS Staff Discount 25 %					20
STAR member Lounge					59

Note: Online access no change

Online less than 3H before departure :

Lounge							
Commercial name	SSR/RFISC	DKK	NOK	SEK	EUR	USD	CAD
Lounge	LOUG/OBX	299	399	399	39	59	79

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Revised prices for Upgrade at station

From **01JUN2025** the prices for buying upgrade at stations will be changed.

Note: The handheld devices will be updated accordingly.

See the new prices in table below.

Departure station/ Currency	Price/ Service Class/ Booking factor (BF)								
	M>Y			M>C			Y>C		
	LOW BF	MED BF	HIGH BF	LOW BF	MED BF	HIGH BF	LOW BF	MED BF	HIGH BF
ARN (SEK)	5 200	3 700	2 200	12 700	8 600	6 500	9 200	5 800	4 300
CPH (DKK)	4 000	2 900	1 700	9 000	6 100	4 600	7 000	4 300	3 300
OSL (NOK)	4 900	3 500	2 100	13 800	9 400	7 100	9 800	6 100	4 600
USA (USD)	620	440	260	1 460	990	750	1 070	670	500
HND (EUR)	470	340	200	1 160	720	540	800	500	380
BKK (EUR)	500	360	210	1 170	730	550	800	500	380
YTO (CAD)	710	510	300	1 720	1 070	800	1160	730	540
SEL (EUR)	510	370	220	1 170	730	550	800	500	380

Note: SPM will be updated accordingly.

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Check in option updates online, SAS App and kiosk for specific SSR's

To avoid restricting self-service check in when not necessary and to align the process better between our digital touchpoints, the following updates are due to be implemented.

BLND, DEAF, BIKE passengers will be able to check in online (charter excluded) and will receive their boarding pass once doing so.

WCHR, WCHS, WCHC, WCBD, WCBW, WCMP WCLB, SVAN, LANG, AVIH, BULK and/or WEAP passengers will be able to check in online (charter excluded) and will be asked to collect their boarding pass at the airport. These passengers will not be able to use kiosk and will be asked to contact staff.

Updates made for kiosk will include charter flights as well as scheduled flights.

Go Live date: Above updates will be applied on or **before 13JUN2025**.

As SAS App is in a migration phase, the same updates will be reflected in SAS App for all short haul flights before end of June 2025 and for all APIS destinations the same will be reflected after the summer once the remaining migration is done.

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GENERAL

PROCEDURE

E195 shall have Waste removal at every ground stop

Introduction

Since a year back, there has been no turnaround cleaning concept in SAS. Most aircraft are serviced as they return to base or during night stops.

However, the E195 has so small trash bins, they need to be emptied at every ground stop, or the passenger service cannot continue on the next leg.

To be honest, this works rather poorly as it is. There are weekly reports on the subject.

Procedure

At every ground stop, the trash bins in the galleys needs to be emptied. Otherwise, the passenger service cannot continue. The bin in the respective toilet also needs to be checked and emptied, if necessary.

Discussions regarding Contracts

There have been discussions between ground handlers and cabin crew, regarding if this is contracted or not. We would like the ground handler to carry out the service without that discussion and have any such discussions with the local SAS station manager, in order to not disturb the turnaround.

The SAS station manager will then, together with the ground handler managers, ensure that any bills owed are paid accordingly.

Thank You for making us a passenger friendly and efficient airline!

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IT INFORMATION

INFORMATION

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.

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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 Porta

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