GROUND HANDLING BULLETIN

DEC2024/JAN2025

CONTENTS

PASSENGER HANDLING

PROCEDURE

WCHC to be seated on window seat only

Effective from **02JAN2025**, WCHC can only be seated on window seat.

Background:

We have discrepancies between the different AOC when it comes to requirements regarding seating of WCHC (including BRA from 02JAN2025). It is not possible to separate seating of WCHC in the passenger handling system between the different AOC:s and therefore we need to use the strictest requirement.

New functionality:

This mean that **from 02JAN2025**, WCHC can only be seated on window seat.

Seat plan in kiosk:
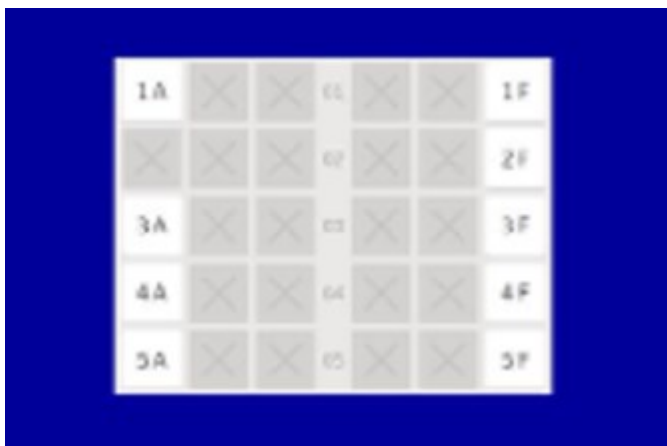
Check in Cabin Baggage Free of Charge Always – seasonal offer

Now we are close to the one of the most intensive travel periods during the year. Between **18DEC2024 – 07JAN2025** we are offering our passengers traveling on flights with **booking factor over 80%,** to check in their cabin baggage free of charge.

This is to make the gate- and boarding process smoother, reduce problems with cabin baggage onboard, and also to avoid delays. Passenger will receive an email with the offer.

The following will apply:

The period for the seasonal offer:

- Travel period: 18DEC2024-07JAN2025.
- All flights with a booking factor > 80%
- All passengers on above flights, except passengers booked on a GO Light ticket without prepaid carry-on.
- The email will be sent 12 hours before ETD.
- Offer is valid for the whole routing the same day
- The email will be sent for flights on all markets.
- The email will be sent to one person in the reservation; however, the message applies to all persons in the reservation.

Exceptions:.

- SAS GO Light passengers without prepaid carry-on, or with EBG+
- A330, CR9 and ATR aircraft will not be covered.
- All departures from ICN, BKK & HND excluded.
- All flights from LYR to TOS with a booking factor >70

The always on offer:

Note: From 08JAN2025, we will offer to all our passengers traveling on flights with booking factor over **85%** regardless of time period, as we see a need for this on full flights also outside peak seasons.
Note: When we go back to the always on offer the booking factor change to 85%.

Below email will be sent to affected passengers 12h before ETD.

SAS

INFORMATION

OFFER TO CHECK IN YOUR CARRY-ON BAG FREE OF CHARGE

Dear Traveler,

Thank you for flying SAS.

Your flight SK1555 to Amsterdam is fully booked. We therefore give you the possibility to check in your carry-on baggage (max 55x40x23cm, 8kg) free of charge. This offer is also valid if you have any connecting flights in your booking the same day.

You can print a bag tag from the self-service check-in machines. If it is not available, please proceed to a check in counter and present this email upon check-in and an agent will assist you.

Please take your personal belongings such as passport, medication or valuables with you onboard. Note that lithium batteries and e-cigarettes are not allowed in checked-in baggage.

Thank you for your cooperation.

We look forward welcoming you onboard.

Best regards,

SAS

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This email has been sent by Scandinavian Airlines System Denmark-Norway-Sweden SE-195 87 Stockholm-Arlanda,

A STAR ALLIANCE MEMBER
SAS respects your privacy. Please read our guidelines for handling personal data.

Different procedures for stations with Self-service check-in and stations with manual check-in only.

## 1   Procedure for stations with CUSS and Self-service Baggage drop

Exceptions, self-service not available for:

- Flights with flight number 3000- 3999 and flight number 5000 and above
- Passenger categories excluded: DEPA, DEPU and INF
- Passenger with baggage categories WEAP, SKI and SPEQ
- For reservations with connecting OAL flights.

SAS

The following apply:

Passengers with cabin baggage to be checked in goes to the kiosk, print baggage tags and then to the SSBD (Self Service Bag Drop), scans the baggage tag and check in the baggage. See illustration below on the kiosk dialogue.

The passenger's checked baggage allowance is extended with 1 piece.
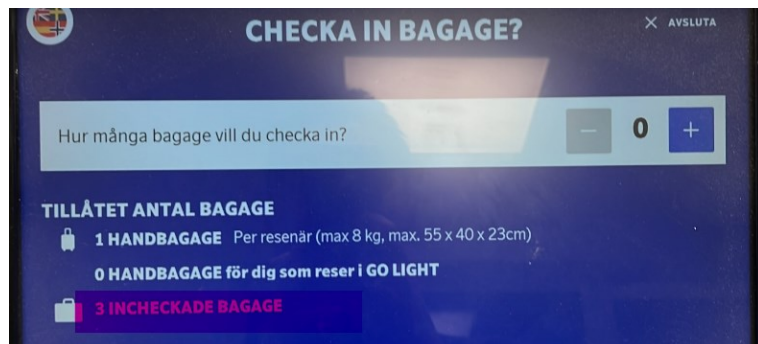
All passengers that receive the offer will be indicated with a Star in the passenger list, see illustration below:
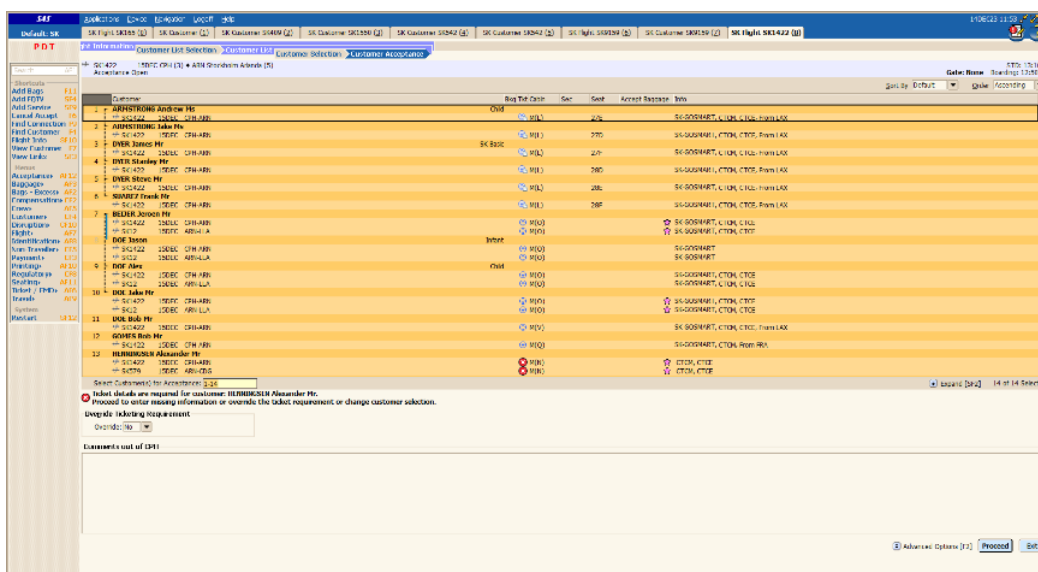
Manual check-in desk:

For passengers that choose to go to manual check-in desk, the manual procedure with HB input shall be used. See description below.

Procedure for stations with 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: <mark>When checking in cabin baggage, staff must ask affected passengers, whether their baggage</mark> contains <mark>any dangerous goods allowed in cabin baggage, but not in checked baggage, i.e., spare lithium</mark> batteries <mark>and e-cigarettes. These items must them be removed from baggage and carried in the cabin.</mark>
<mark>Ref. SPM 5.1 and SPM 19.1.1</mark>

Background:

The temporary 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: 1 / 8 ... KG

Is this a special bag? Yes ▼

Add Special Bag attribute HBAG-Handbag no charge:

Special Baggage

	Attribute-Description		Details
1	HBAG	▼	
		▼	

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.

Back to first page

Changed digital signage in the Boarding process

Now we have had the new boarding process since the transition to Sky Team, 01SEP2024. The boarding process works well. However, we have received some suggestions to make some of the digital signage clearer. Due to this we have made minor changes for some digital signage for Boarding process.

The new signage will be sent out to the affected stations in the beginning of January 2025.

After the signage has been sent out, you have a couple of weeks to implement the changes at your station, However, please do the change latest 31JAN2025.

Below you find the changed signage:

Boarding Procedure and changed signage – Shorthaul Flights

The boarding procedure on all short haul flights shall be performed as followed:

1   Pre-boarding: Pre-boarding announcement is mandatory and shall always be carried out exactly as in SPM 19.4. "Boarding Announcement"

2   Boarding shall always and strictly start with Priority boarding for premium customers, EuroBonus Pandion, EuroBonus Diamond and EuroBonus Gold and SkyTeam Elite Plus. Their Boarding card shall be marked with Boarding Group 1.

3   Continue with Prioirty Boarding 2 for SAS Plus Passengers. Their Boarding card shall be marked with Boarding Group 2.

4   Boarding continues with Boarding Group 3, which is EuroBonus Silver and SkyTeam   Elite members. Their Boarding card shall be marked with Boarding Group 3.

Note: When opening for Boarding Group 3 you also open a separate **Priority Boarding Lane.**

Regarding Sky Priority Boarding Lane see information below after **

5   Smart Boarding: Go Smart and SAS Go Light passengers with prepaid carry-on bag. Passengers will board directly after Boarding Group 3. Their boarding card shall be marked with Boarding Group 4.

6   Go Light passengers without prepaid carry-on bag will board the aircraft last. Their boarding card shall be marked with Boarding Group 5.

7   We now invite all passengers to board.

** Usage of Priority Boarding Lane:
Priority Lane shall always be available when possible and take place in the manual gate entrance where staff can verify the access. Physical- or monitor signs indicating the Priority Lane should be used

Recommendations for when Priority Boarding Lane should be used:

1   When there is minimum one self-service speed gate available in addition to the manual boarding entrance at the desk

2   When there are manual boarding entrances only and minimum 2 gate staff who can supervise both boarding entrances

The signage below shall be used for Priority Boarding Lane.

Boarding Procedure and changed signage – Longhaul Flights

The boarding procedure on all Longhaul flights shall be performed as followed:

1 Pre-boarding: Pre-boarding announcement is mandatory and shall always be carried out exactly as in SPM 19.4. "Boarding Announcement"

Boarding shall always and strictly start with Priority Boarding 1 for premium customers, EuroBonus Pandion, EuroBonus Diamond, EuroBonus Gold,

2 Continue with Boarding Group 2 for SAS Plus Passengers. Their Boarding Card shall be marked with Boarding Group 2.

3 Boarding continues with Boarding Group 3 which is EuroBonus Silver and SkyTeam Elite members. Their Boarding pass shall be marked with Boarding Group 3.

4   The remaining passengers shall be boarded via rows, so that the passengers
    seated in the rear part of the aircraft will board first.

The table below shows the different Boarding Groups for Longhaul flights and the
order of Boarding

Boarding Group	Passengers
1	C Cabin (Business) and Premium passengers EBP, EBD, EBG and SkyTeam Elite Plus
2	Y Cabin (Sas Plus when appicable)
3	EBS and SkyTeam Elite
4	41-57
5	30-40

New feature in kiosk dialogue for Charter Passengers

Since 28NOV, we have a new feature in Kiosk charter dialogue.
It will be mandatory for Charter pax to enter contact information, similar to current
functionality for SK pax.

Background:

EU PNR directive regulatory compliance (SAS Schedule & Charter operations).

Passenger name record (PNR) data is personal information provided by passengers and collected and held by air carriers. It includes information such as the name of the passenger, travel dates, itineraries, seats, baggage, contact details and means of payment.

The PNR directive regulates the transfer of such data to member states' law enforcement authorities and their processing for the prevention, detection, investigation and prosecution of terrorist offences and serious crime.

Business Goals:

- Increase passenger communication hit-rate,
- reduce costs, and
- handle IRR situations.

Description:

Making it mandatory to confirm/ enter contact information during the kiosk check-in process for Charter.

All pax that are not having a SR CTx element in the reservation/ PNL, shall be prompted during check in to add this information. Same as for regular SK pax, ordered in BR2915.

Enhanced charter online check in

SAS digital check-in flow for its contracted charter customers travelling on SK7XXX has been enhanced to also include APIS destinations.

The application is used to check in charter customers digitally, enabling them to already be checked-in when arriving to the airport. For airports with self-service machines and bag drops they are enabled also for charter passengers travelling on a SK7XX flights.

The online check-in application is available for all destinations except for non-Altea stations.

The customers will receive a SMS with link to check-in application, sent by the charter operators. When checked-in, they will receive their boarding cards digitally and will be able to download the boarding card for all passengers in the booking.

Other great news with this flow is that passengers checking in digitally will need to leave their contact details.

When is this being implemented? The charter operators will start pushing this updated link to their customers during December 2024.

# Do not accept too large cabin baggage

Introduction

Ordinary strollers are accepted as cabin baggage, if they are not equipped with baskets, umbrellas, or hoods. The reason for that is that hey will fit in the "dead space" of the overhead bin, while still allowing for other baggage to occupy the bin.

This is a type of stroller, which is allowed:

This is how they fit in the overhead bins:
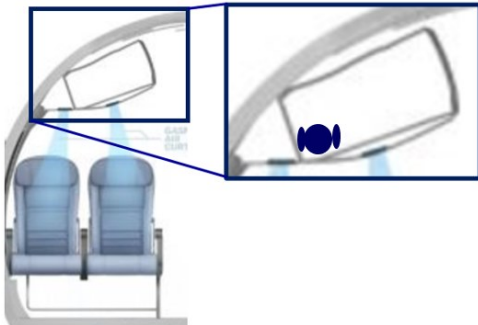
However, there is a new type of baby pram, which has become popular. It is a folding pram, which, when folded, looks like a small bag.

While relatively small, compared to a full size checked baggage, it is often too large to fit in the overhead bin. That will be apparent, if it is tested in a cabin baggage size gauge tool.

Below, you can see a number of these prams, which were brought past the gate and ended up onboard. They did not fit in the overhead bins and had to be removed, tagged and carried in the cargo hold.
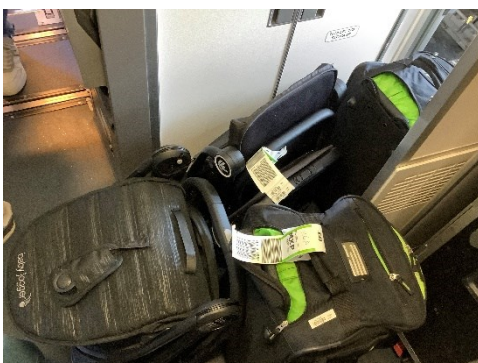
When occurrences like the above happens, it creates a lot of inconveniences:

- The risk of the passenger being disappointed increases if they are not turned back until they are onboard.
- There is a greater risk of delays, if first the passengers, then the cabin crew has to try and fit them in the overhead bins, until they realize that these bags needs to go down in the cargo compartments.
- In a worst case scenario, it could pressure the cabin crew to violate the loading requirements and stow them in the wrong positions in the cabin.

Avoiding this

There are size requirements stated in the Station Passenger Manual (SPM), chapter 23. The maximum size is: 55cm x 40cm x 23cm, regardless of ticket category.

Use a cabin baggage size gauge tool, such as shown below:

If the bag does not fit, it has to be tagged, connected to the passenger pnr and carried in the cargo compartment.
By taking the time doing this at an early stage in the gate, will save you and the cabin crew time and and effort at the end of the departure as well as creating a better experience for all passengers onboard.

Thank You for Making us a Better Airline

Universal Permission to Travel (UPT) and i-API to the UK – follow up

(Follow up on previous info per 01nov24):

Background

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.

Carriers can rely on the iAPI system to confirm that a passenger has met the security and immigration requirements to travel to the UK.

ETA (Electronic Travel Authorization): 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:
Non-European nations ETA required for travel from 8th January 2025.
European nations ETA required for travel from 2nd April 2025.

Please note that 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

- If the passenger has a **biometric residence permit (BRP) or EU Settlement Scheme biometric residence card (EUSS BRC) which expires on or after 31st December 2024 this can also be accepted as evidence of permission to travel to the UK provisionally until 31st March 2025.** This will be kept under review.

Altea CM

Passport and identity check is still to be performed.

The current description for a **visa nationality exempted passenger** *Not Applicable*, may be unclear to agents. Based on feedback from carriers the description has been changed to *Check if Visa or Residence Permit is reqd*. to improve clarity.

• **New:** From Dec 16th the status description is displayed in the customer display (View Customer) screen as follows:

For a visa nationality exempted passenger, the Immigration response is,

Check if Visa or Residence Permit is reqd.

INFORMATION

SAS Introduces Live Bidding for Upgrades

SAS is currently testing a new feature for passengers bidding for an upgrade. This gamified tool offers an engaging and dynamic way to bid for an upgrade. On selected flights from Scandinavia and Asia the passengers will be able to se their ranking versus other bidders as well as being presented what the highest bid currently stands at. They will also get push notifications when they are being outbid by someone. This feature will not change any procedure for the station staff it will only change who potentially win the bid by adding a gamification for our passengers.

The pilot will run until sometime in January and are then planned to be rolled out on all intercontinental departures to and from Scandinavia.

Why We're Introducing Live Bidding

At SAS, we're always exploring ways to improve your experience while optimizing our operations. This new feature is part of our commitment to:

● Enhance Customer Experience and,

● Increase Revenue

How Live Bidding Works

- When it Starts: Live bidding opens **25 hours before departure** and closes **6 hours before departure**, if available.
- **Place Your Bid:** After submitting your first bid, track your ranking in real-time and see the current highest bid.
- **Increase Your Chances:** You can raise your bid as many times as you like during the live bidding period.

Important Note: SAS will determine which flights offer live bidding, so availability may vary.

Pilot Launch on December 3rd

The Pilot started **03DEC2024**. During this period, we'll gather data and feedback to refine the experience. If the pilot is successful, we plan to extend the feature on select routes, with a full rollout scheduled for the **end of January**.

ABOUT GROUND HANDLING BULLETIN

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

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

You can also find Ground Handling Bulletins that are applicable to you on SASINTRA and on SAS Partner Portal

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