GROUND HANDLING BULLETIN
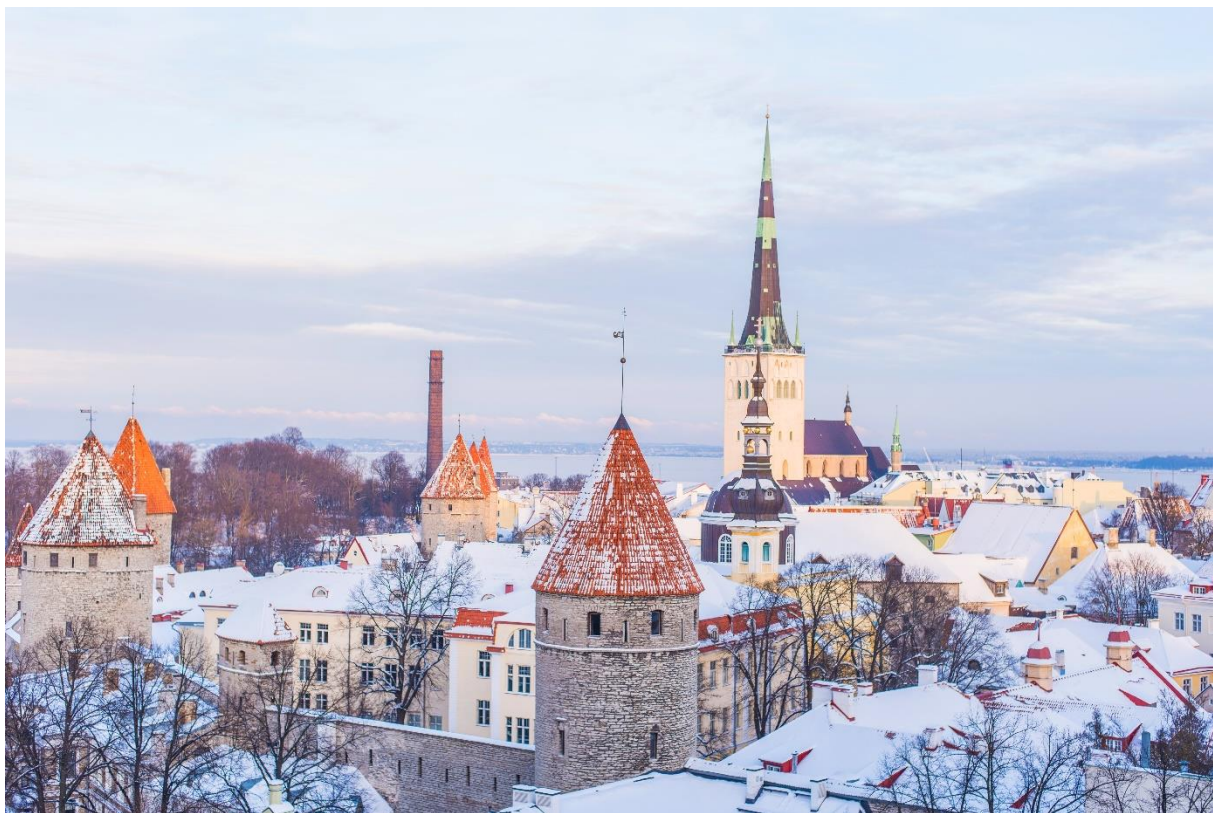

FEB2026

CONTENTS

AIRCRAFT HANDLING

SAFETY

Anti-Collision Light Awareness – Do Not Rely on ACL Alone

Over the last months, we have received several reports of the anti-collision light (ACL) being switched off before the engines are fully shut down.

The ACL is one of the most critical safety indicators for ground personnel when assessing aircraft movement status. However, it must never be used as the only indication that it is safe to enter the engine hazard area.

Always confirm safety using multiple barriers, such as:

- Listening for engine noise
- Observing the engine spinner/fan blades and confirming rotation has stopped
- Having the habit of waiting when uncertain and keeping clear until confirmed safe

Investigation findings

We have investigated these occurrences and are taking actions to prevent them. In some cases, human factors have contributed. However, we have also identified a technical condition affecting our E195 fleet.

During parking, a known fault condition may occur during the power shift from aircraft power to the GPU. In some cases, the generators may temporarily drop offline, causing a short loss of external lighting—including the ACL—even though one or both engines may still be running. During this time, one or both engines may be operating at higher power than normally permitted when the ACL is switched off.

Actions moving forward

First, thank you to all ground handlers who have submitted reports. Your reporting helps us identify safety risks early and act on them. We are working closely with Engineering and the aircraft manufacturer to resolve this technical issue.

Until further notice, all personnel must apply extra caution around engines and never enter the engine hazard area based on ACL status alone.
If there is any doubt—STOP, keep clear, and verify engine shutdown before approaching.

The Importance of Reporting

Introduction

Recently, an SAS aircraft was towed to the wrong parking stand. This created a maintenance requirement: the aircraft needed an inspection before it could be released to service and confirmed airworthy.

The required reporting procedure was not followed, and the flight crew were not informed. The aircraft was prepared for departure and almost left without the crew being aware of the issue. This was a serious near miss and could have led to severe consequences.

This safety notice is a reminder to all ground personnel of the importance of reporting incidents and communicating promptly, to prevent similar events in the future.

What went wrong?

- The occurrence was not reported immediately to the airline and the Flight Deck.

- Due to the lack of communication, the aircraft continued toward departure with passengers onboard, even though a maintenance inspection was required before further flight.

Actions required:

For any Ground Operations incident or accident that results in aircraft damage or injury to personnel:

1 STOP WORK – Do not put yourself or others at further risk.
2 REPORT IMMEDIATELY to:
   a. Airline Representative
   b. Flight Deck
3 Secure the scene – Prevent movement of GSE and personnel if possible.
4 Assist injured persons – Request medical help if needed.

5   Complete the Ground Incident Damage Report (AHM 650) and submit it to line management, the airline, and authorities as required.

Prompt reporting helps ensure safe operations and prevents dispatch of an aircraft that may not be airworthy.

Thank you for helping make SAS a safer airline.

Pushback Communication – Critical Safety Barriers

Following a recent incident where an aircraft began taxiing before all equipment and personnel were clear, we want to highlight this process and ask everyone to place extra focus on pushback and departure coordination.

The departure process—including pushback, headset communication, and engine start—is one of the most complex and highest-risk phases of the operation. It relies completely on clear and accurate communication between all parties involved. Standard phraseology and terminology must be used consistently so that everyone has the same understanding of the plan throughout the entire process.

Because the cockpit's line of sight is limited, the flight crew cannot directly observe the area behind the aircraft. This means they rely entirely on information provided by ground personnel.

What may sometimes seem like "small details" are essential safety barriers. Examples include:

- Holding up the steering by-pass pin when giving the All Clear (to taxi) signal
- Parking the vehicle in sight of the flight deck when removing the steering by-pass pin
- Verbally confirming the position where the All Clear signal will be given

Follow the IGOM departure procedure. These steps help prevent accidents. When everyone knows what they will see and hear, the departure process becomes smoother and safer. Procedures exist for a reason—and many are written in response to past incidents. Everyone involved must treat these actions with the seriousness they deserve.

Thank you for helping make SAS a safer airline!

Post-Loadsheet Adjustments of Deadlock

Background:

SAS is introducing a new Altea FM Mobile feature that allows the responsible personnel to adjust loading figures even after the final loadsheet has been sent—without requiring prior approval from pilots or load control.

These changes will be effective in February 2026.

The intention with this new feature is to enable additional flexibility, and to provide a simplified and more efficient way to make late adjustments. However, it comes with responsibilities and restrictions (see procedure). All existing Altea FM safety barriers remain in place, meaning that any violation will trigger a system lock, load control will have to approve the new distribution, which could cost valuable time close to departure and possibly cause an unnecessary delay.

Note: Stations not using Altea FM Mobile must continue contacting load control for changes after the final loadsheet, as per current procedures.

Procedure:

Before making post-loadsheet adjustments, ensure balance conditions, ground stability, and weight limitations are reviewed to avoid rule violations.

This procedure applies only to cargo/mail and baggage adjustments.

The following are prohibited:

● Introducing new commodities (that is not planned on LIR)
● Adding deadload to an empty compartment or net section
● Adding special loads or dangerous goods

Instruction on how to perform adjustments after final loadsheet has been sent:

Step	Action
1	Verify that flight is in LSF (LoadSheet Finalized) status. If flight status is not in LSF, open the compartment and make the necessary adjustments as normal, without these steps. GO-RF LSF-AF-BN Note: *Stations that do not use Altea FM Mobile must contact Load Control in order to re-open the flight after the final loadsheet has been issued.*
2	1. Open the desired compartment. 2. Make the necessary adjustments (like normal procedures). 3. Close the compartment and confirm that status is LSF again.
3	Verify that the new loadsheet has been received by the flight crew prior to off-block.

SAS

How to display the latest edition number of the loadsheet:

To display detailed flight information, tap [airplane icon] or select Flight Info from the Menu.

Profile	Search
Messenger	

Flight

Ramp	Passenger
Documents	Flight Info
Contacts	
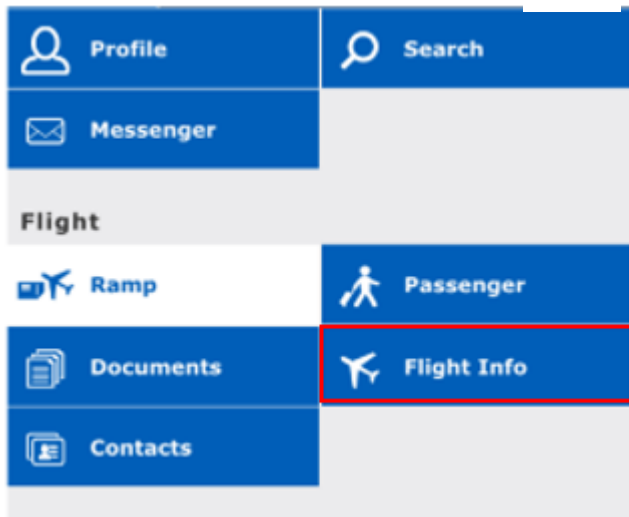
Image: Flight Information Screen

Flight		Aircraft		Potable Water	
Flight Number:	6X 9000	Registration:	6X-ABD	Weight:	600 kg
Flight Date:	01-JAN	Subtype:	747-438ER		
Routing:	LHR-LAX	Aircraft Location:	GTE B27		
STD:	11:00				
Status:	GO - RO - LL - AI - BI				

Documents

LIR 1 - OFP 0 - NOF 0 - FLT 0

Load

Predicted Underload: 43 862 kg

Balance Conditions

AFT   FORWARD

LIZFW   2078.74
2215.6   1929.73

LITOW   2065.14
2206.99   2043.09

Passenger

Accepted: 102 + 0
Saleable Config: 14P/50J/315Y

Documents

The current version number of the:	LIR 1 - OFP 0
• Load Instruction Report (LIR)	NOF 2 - FLT 0
• Operational Flightplan (OFP)	
• Final NOTOC	
• Final Loadsheet	

PASSENGER HANDLING

PROCEDURE

Families with INF Added to Boarding Group 0

Background/ Introduction:

Today we have the procedure that families with Infants (INF) shall be Preboarded manually, whenever possible, according to SPM 19.3.

To make the boarding process even smoother we will add families with Infants to boarding in boarding group 0. Hopefully Earlier, calmer entry for families with infants reduces aisle congestion and speeds up boarding for other groups

The following applies:

- **From 03FEB2026** families with INF shall be boarded in boarding group 0.
- The Boarding Group 0 will be printed on the boarding card
- Altéa CM is updated accordingly, so families with INF will be sorted under boarding group 0 in Altea.
- We continue with the same neutral boarding announcement for boarding group 0.
- Passengers traveling in Go Light with carryon baggage shall be charged according to procedure, even though they board with group 0.

Boarding groups and order of boarding

The example below shows boarding groups for short haul flights to Europe.
Families with Infants added to boarding group 0

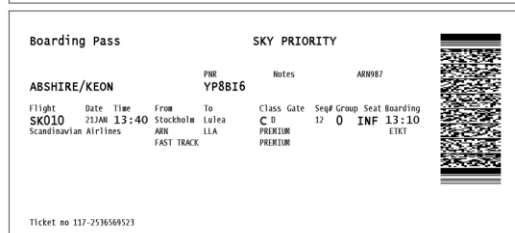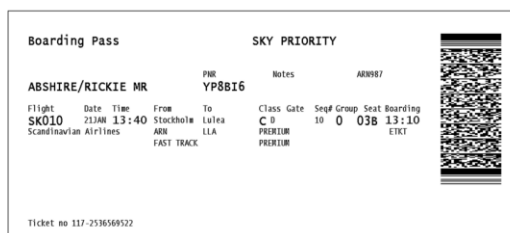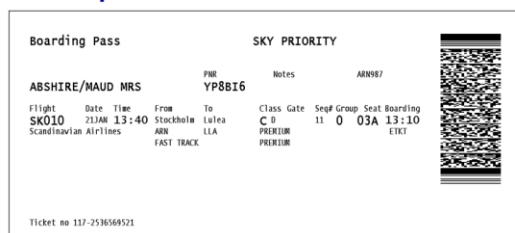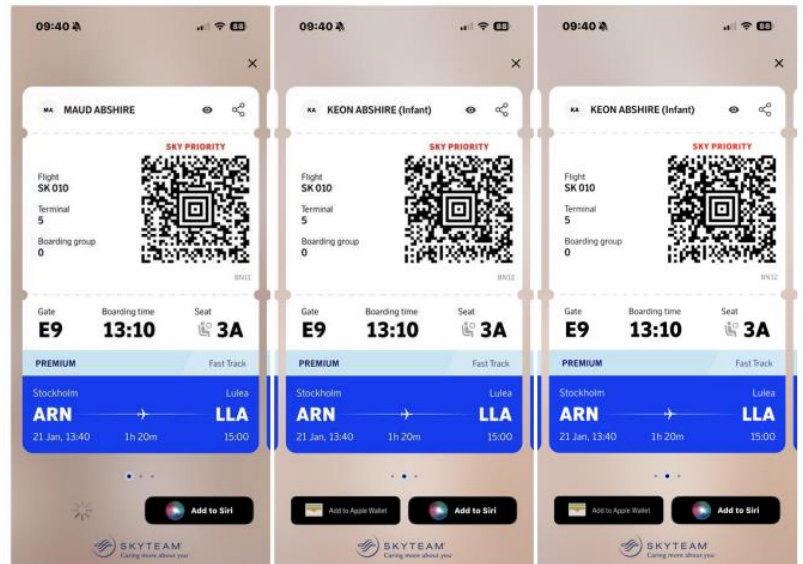| Boarding Group	Passengers
0	EuroBonus Pandion EBP and Families with Infants
1	EBD, EBG and SkyTeam Elite Plus
2	Business
3	EuroBonus Silver, SkyTeam Elite, passengers seated on Exit rows and Economy flex
4	Economy and Economy Light passengers with prepaid carry-on bag
5	Economy Light passengers

SAS

Boarding announcement for boarding group 0

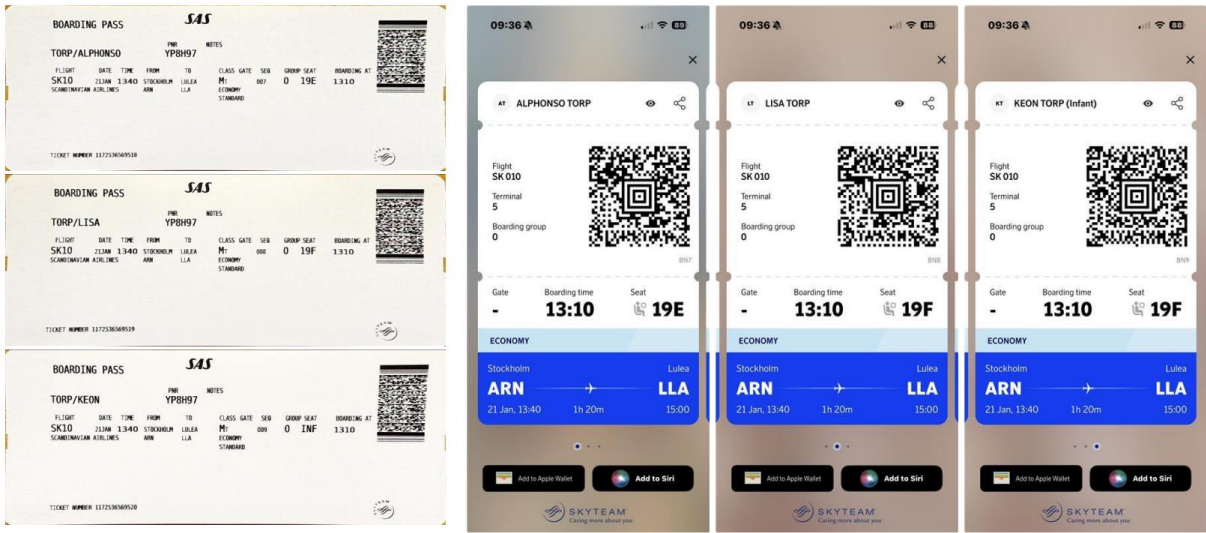The boarding announcement for boarding group 0 is the same as before

- *We would like to invite passengers in boarding group 0 to come to the desk for boarding. Your boarding card is marked with group 0.*
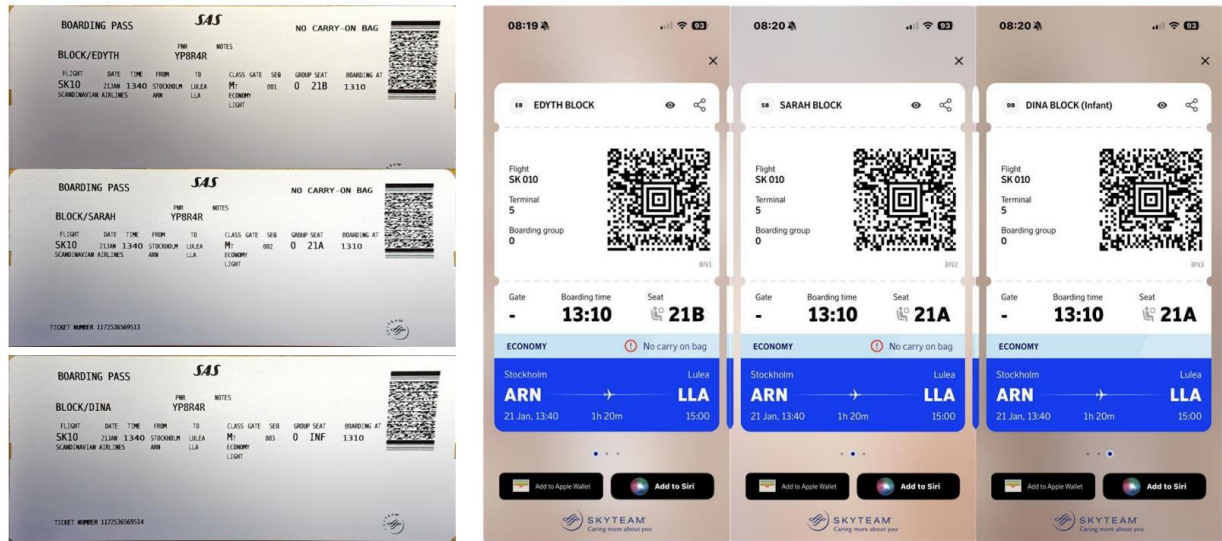
Example boarding cards:

Example PREMIUM Domestic

Example ECONOMY STANDARD

BOARDING PASS — *SAS*
TORP/ALPHONSO — PNR YP8H97 — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 007 — GROUP 0 — SEAT 19E — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY STANDARD
TICKET NUMBER 1172536569518

BOARDING PASS — *SAS*
TORP/LISA — PNR YP8H97 — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 008 — GROUP 0 — SEAT 19F — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY STANDARD
TICKET NUMBER 1172536569519

BOARDING PASS — *SAS*
TORP/KEON — PNR YP8H97 — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 009 — GROUP 0 — INF — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY STANDARD
TICKET NUMBER 1172536569520

Boarding Pass (KEON)

Boarding Pass									
TORP/KEON	PNR YP8H97	Notes	ARN9B7						
Flight	Date	Time	From	To	Class Gate	Seq#	Group	Seat	Boarding
SK010	21JAN	13:40	Stockholm	Lulea	M T	9	0	INF	13:10
Scandinavian Airlines			ARN	LLA	ECONOMY STANDARD				ETKT

Ticket no 117-2536569520

Boarding Pass (LISA MS)

Boarding Pass									
TORP/LISA MS	PNR YP8H97	Notes	ARN9B7						
Flight	Date	Time	From	To	Class Gate	Seq#	Group	Seat	Boarding
SK010	21JAN	13:40	Stockholm	Lulea	M T	8	0	19F	13:10
Scandinavian Airlines			ARN	LLA	ECONOMY STANDARD				ETKT

Ticket no 117-2536569519

Boarding Pass (KEON)

Boarding Pass									
TORP/KEON	PNR YP8H97	Notes	ARN9B7						
Flight	Date	Time	From	To	Class Gate	Seq#	Group	Seat	Boarding
SK010	21JAN	13:40	Stockholm	Lulea	M T	9	0	INF	13:10
Scandinavian Airlines			ARN	LLA	ECONOMY STANDARD				ETKT

Ticket no 117-2536569520

Example ECONOMY LIGHT (NO-CARRY ON)

BOARDING PASS — *SAS* — NO CARRY-ON BAG
BLOCK/EDYTH — PNR YP8R4R — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 001 — GROUP 0 — SEAT 21B — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY LIGHT
TICKET NUMBER 1172536569513

BOARDING PASS — *SAS* — NO CARRY-ON BAG
BLOCK/SARAH — PNR YP8R4R — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 002 — GROUP 0 — SEAT 21A — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY LIGHT

BOARDING PASS — *SAS*
BLOCK/DINA — PNR YP8R4R — NOTES
FLIGHT SK10 — DATE 21JAN — TIME 1340 — FROM STOCKHOLM ARN — TO LULEA LLA — CLASS M — GATE T — SEQ 003 — GROUP 0 — INF — BOARDING AT 1310
SCANDINAVIAN AIRLINES — ECONOMY LIGHT
TICKET NUMBER 1172536569514

Boarding Pass

No Carry-On Bag

BLOCK/EDYTH MS

PNR YP8R4R
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		1	0	21B	13:10 ETKT

Ticket no 117-2536569512

Boarding Pass

No Carry-On Bag

BLOCK/SARAH

PNR YP8R4R
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		2	0	21A	13:10 ETKT

Ticket no 117-2536569513

Boarding Pass

No Carry-On Bag

BLOCK/DINA

PNR YP8R4R
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		3	0	INF	13:10 ETKT

Ticket no 117-2536569514

Example ECONOMY LIGHT (PREPAID CARRY-ON)

Boarding Pass

Prepaid Carry-On Bag

HILL/JOHN MR

PNR YP8MJ4
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		5	0	19A	13:10 ETKT

Ticket no 117-2536569515

Boarding Pass

Prepaid Carry-On Bag

HILL/NONA

PNR YP8MJ4
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		6	0	INF	13:10 ETKT

Ticket no 117-2536569517

Boarding Pass

Prepaid Carry-On Bag

HILL/MAYBELLE MS

PNR YP8MJ4
Notes ARN987

Flight	Date	Time	From	To	Class	Gate	Seq#	Group	Seat	Boarding
SK010 Scandinavian Airlines	21JAN	13:40	Stockholm ARN	Lulea LLA	M T ECONOMY LIGHT		4	0	19B	13:10 ETKT

Ticket no 117-2536569516

Change Flight on the Same Day – Altea CM (AJO)

Effective 28JAN2026 Altea CM Business rules are updated for **Available Journey Option**.

Use Available Journey Option in Altea CM for customers holding Flex tickets eligible to change flight on the same day.
The system now checks if the customers' Fare Basis in the ticket is eligible for the flight change free of charge. If so, flights available earlier and/or later will be shown and can be selected.

Note:
If no flights are shown, there are no more available seats on this day.

Revised Prices for Excess Baggage Intercont

Effective **28JAN2026** the prices for excess baggage will be changed.

Excess Rates – Additional Pieces – Less than 22 hours before departure

The table below shows the excess rates for extra/additional pieces of baggage, within the standard weight limit: New prices under Intercont marked in Yellow.

Service class	Weight	Domestic	Europe including Greenland & Intrascand	Intercont (USA, ASIA, Lebanon)
Premium Economy	Max 23 kg	EUR 55 SEK 540 NOK 540 DKK 450 USD 65	EUR 75 SEK 690 NOK 690 DKK 570 USD 85	EUR 120 SEK 1299 NOK 1299 DKK 895 USD 140 CAD 195
Business	Max 32 kg	N/A		

Excess Rates – Exceeding the Weight Limit

Excess Rates – Additional Pieces – More than 22 hours before departure

Summary:

- SAS is differentiating price points for **pre-paid** checked bag based on number of bags bought and ticket type
- SAS is also increasing price points for checked bags bought within 22h from departure, online and in airports
- Applies to all Intercontinental markets
- New! The price for bag that applies is the price that was valid when <u>ticket</u> was purchased. This is per industry standard, previously it was the price that was valid for bag when the <u>bag</u> was purchased.
- 1st checked bag in Economy Light has the lowest price

more than 22h before departure →

Light

1st checked bag (ABAG)	EUR	SEK	NOK	DKK	USD	CAD
	70	769	769	539	82	110
vs current checked bag fares	-5	-80	-80	-90	7	15

2nd checked bag (BBAG)	EUR	SEK	NOK	DKK	USD	CAD
	90	969	969	679	106	145

3rd or more checked bags (CBAG)	EUR	SEK	NOK	DKK	USD	CAD
	95	1029	1029	709	112	155

less than 22h before departrue →

STATION & ABAG/BBAG/CBAG	EUR	SEK	NOK	DKK	USD	CAD
	120	1299	1299	895	140	195

SAS

Standard, Premium or Business
(ABAG is always the first bag outside allowance)

	EUR	SEK	NOK	DKK	USD	CAD
First checked bag (ABAG)	90	969	969	679	106	145

	EUR	SEK	NOK	DKK	USD	CAD
2nd checked bag (BBAG)	95	1029	1029	709	112	155

	EUR	SEK	NOK	DKK	USD	CAD
3rd or more checked bags (CBAG)	95	1029	1029	709	112	155

	EUR	SEK	NOK	DKK	USD	CAD
STATION & ABAG/BBAG/CBAG	120	1299	1299	895	140	195

Changes within 22h from dep also apply to Lebanon (BEY)

Automated iCoupon for Canceled Flights from the 3rd of February 2026

Previously we have activated automated iCoupon for delayed flights. We will now continue with automated iCoupon for canceled flights. This is for all stations where we have iCoupon implemented, at the moment more than 100 stations.

The iCoupon will be automatically triggered when ASM CNL is sent if the flight is canceled less than six hours before STD.

Customers on flights that are canceled will receive SMS and email with an iCoupon as QR code. It is only the QR code in the separate SMS/email that is valid for usage, i.e. no boarding pass can be used. Each passenger will receive a message if there is more than one customer in the booking.

The SMS and email will contain a link to fetch the QR code and a link which locations can be used for the specific airport where the flight cancellation has occurred.

The value of the iCoupon will be according to the set table.

If customers haven't received the iCoupon, line stations can contact GlobalLineStationSupport to be assisted. Hubs can manually activate canceled Stand Alone iCoupon if not received.

Activation will be on the 3rd of February 2026.

iAPI Interactive Advanced Passenger Information to the UK - Reminder

Introduction

In NOV2024, DEC2024 and APR2025 we have informed you regarding the new border and immigration system developed by The UK Home Office. The system has been implemented gradually and previously boarding has not been refused to passengers who did not have a valid ETA. This will now be changed.

The following applies

From dates below the implementation period is ended and eVisa and ETA enforced.

- Effective **28JAN2026** iAPP will query all visa required nationals for an eVisa
- Effective **25FEB2026** iAPP will query all non-visa nationals for an ETA

Links:

- ETA show more about ETA
- eVisa show more about eVisa

If an eVisa or ETA is registered with the passport, customer is **OK TO BOARD**.

Passport or travel documents and identity check are still to be performed.

'0A – Valid Permission to Travel'

Response message	Action
✔ **VALID PERMISSION TO TRAVEL**	This confirms that the individual has a valid digital immigration permission (either an ETA or an eVisa), and no further immigration checks are required.
	Carriers must continue to check that the passport or travel document held by the passenger is valid, genuine, and in the possession of the rightful holder in all cases.

Introduction of 0B – No Record of Valid Permission

Introduction of "0B - No Record of Valid Permission"

The '0B - No Record of Valid Permission to Travel' response will be introduced into iAPI systems in **two phases**, as part of a global switch-on for all UK inbound flights.

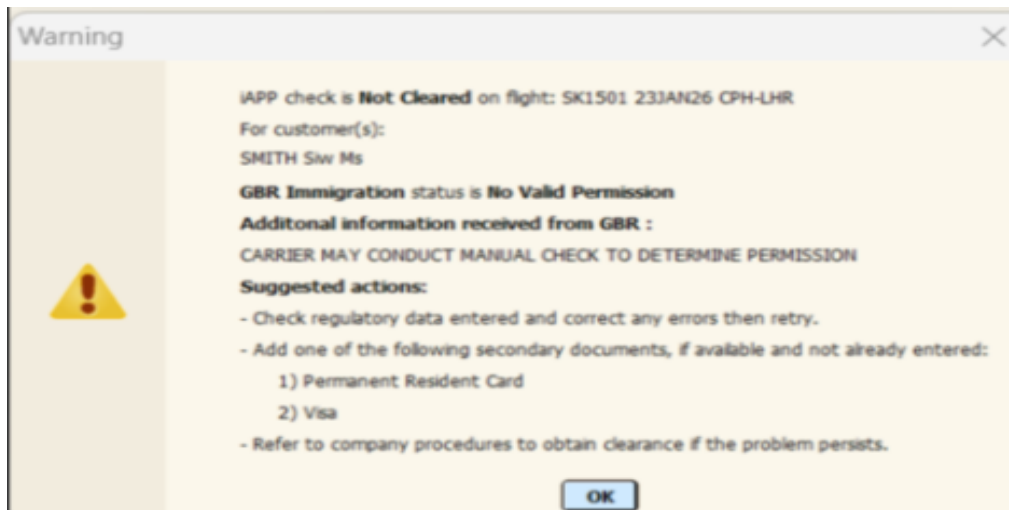| January 2026	February 2026	March 2026	April 2026
	28th January 2026: 0B for Visa Nationals: Conduct manual check for permission to travel		
ETA Implementation Period	**25th February 2026: 0B for Non-visa Nationals:** Passenger must apply for an ETA		

- Some **visa national passengers** may still only have a physical document proving their visa or permission to travel. In these cases, presenting a valid, genuine, physical proof of permission will remain satisfactory evidence of a passenger's permission to travel to the UK.
- **Non-visa national passengers** may have an alternative permission they can evidence.

If iAPP returns <u>No Valid Permission</u> in Altea CM, the following checks to be performed:

Resolving a 'No record of valid permission to travel'

Swipe passenger's passport and receive:
0B – No Record of Valid Permission to Travel

Visa National

- Check if the individual has **valid physical evidence** of their permission to travel. This may include a valid visa vignette or a stamp in a passport, as per the current process.
- If the passenger has a newly issued passport, **they may not have linked it to their UKVI account**. The passenger may be able to use *Update my Details* to self-resolve
- The passenger can provide you with a share code and you can use the **View & Prove service** to check their permission online
- You can contact the **Carrier Support Hub** to verify the individual's permission

Non-Visa National

If a non-visa national with existing status to travel to the UK (e.g., EUSS), check their status by:

- Checking if the individual has valid physical evidence
- Asking them to update their passport details in UKVI account
- Asking them to provide a share code to use View & Prove service
- Or call the Carrier Support Hub.

If a non-visa national <u>does not</u> have existing status to travel to the UK:

- Passenger must apply for an ETA. Once the passenger has successfully received their ETA, you can refresh the API and get a valid permission to travel message

Altea CM iAPP responses:

Warning ✕

iAPP check is **Not Cleared** on flight: SK1501 23JAN26 CPH-LHR

For customer(s):

SMITH Siw Ms

GBR Immigration status is **No Valid Permission**

Additonal information received from GBR :

CARRIER MAY CONDUCT MANUAL CHECK TO DETERMINE PERMISSION

Suggested actions:

- Check regulatory data entered and correct any errors then retry.

- Add one of the following secondary documents, if available and not already entered:

    1) Permanent Resident Card

    2) Visa

- Refer to company procedures to obtain clearance if the problem persists.

OK

iAPP Check Status		
SK407	23JAN ARN-CPH	iAPP STATUS - Checks not required
SK1501	23JAN CPH-LHR	**GBR**-Security Status: OK to Board CARRIER MAY CONDUCT MANUAL CHECK TO DETERMINE PERMISSION **GBR**-Immigration Status: **No Valid Permission**

If an update to the UKVI account cannot be completed and customers hold physical documents proving their permission to enter the UK, add visa details in Altea CM:

Visa

Qualifier:	Visa
Feature:	
Country:	GBR
Number:	B833423232
Surname:	SMITH
Given Name(s):	Siw
Date of Issue:	11NOV2019
Issue Country:	GBR
Expiry Date:	12DEC2032
Carried:	Yes
Valid From:	
Valid To:	
Nbr days permitted:	
Nbr days permitted/entry:	

⬆ Basic Options [F2] Confirm

SAS

And perform iAPP override:

Enter iAPP override data for the selected customer(s).

iAPP Override

Country — United Kingdom
Status type: Immigration
Authoriser: _____

0T – System Timeout

From **28th January 2026**, we will also be introducing the **'0T – System Time Out' response.**

This will be sent when Home Office systems are taking longer than expected to respond to a permission check request from a carrier.

If you receive a '0T – System Timeout' Response:

1. Make an **initial resubmission attempt**.
2. If this and any subsequent resubmission attempts are unsuccessful, carriers should make a **final resubmission attempt** no later than one hour prior to scheduled time of departure.
3. If you still receive a '0T' response, the **passenger may be boarded** and there will be no carrier liability for their permission to travel.

However, you must still ensure that the passenger's travel document is valid, genuine and held by the rightful owner.

If the outage is on your carrier side, you must contact the Carrier Support Desk to advise them of the outage

+44 300 106 5216 or CarrierSupport@homeoffice.gov.uk

Back to first page

SAS

Baby Stroller Not Accepted as Cabin Baggage on Embraer E 195 - Reminder

Introduction

For a long time, we have had challenges with accommodating baby strollers in the cabin of the E195. There is slightly less space in the overhead compartment and under the front seat on this aircraft type. This has led to problems and the necessity to move the stroller down to the cargo area, which in turn has led to discussions and delays.

Effective immediately

With immediate effect we only allow baby strollers of the umbrella type with maximum measures 20x20x100 cm as cabin baggage on E 195.

All other types of collapsable stroller are no longer permitted in the cabin on Embraer E195.

Permitted as cabin baggage on E 195

Small stroller.

Figure 23.3.3-1:

Dimensions in this example: 20 × 20 × 100 cm.

Details:

- Maximum weight 8 kg.
- Must be fully collapsible as in the picture above.
- Strollers with additional parts, such as hood, basket, umbrella, are not allowed into the cabin.

SAS

<u>Not permitted</u> as cabin baggage on E195

WORLDTRACER NEWS

New System Prompt in Action File Matches and Matches in Files

SITA has introduced a new System Prompt for the Station Inbox (Action File) under System Matches.

As E-mail Address (EA) is a unique matching element as no e-mail addresses are even.

To assist the agents to look at a match even if the matching score is under minimum score of 55 %, the system will trigger a prompt to look at a match with similar e-mail.

This also means, that it is not allowed to enter random e-mail addresses like no@mail.com, no@no.com and similar -either in Delayed Bag files nor in On-Hand files. Please do not ever "make up" an e-mail just to fill the field.

E-mail addresses are not mandatory with SK, but we do expect that all passengers are asked for this to be updated in the file. Both for tracing and matching but also for informing passengers with automated e-mails.

GENERAL

PROCEDURE

Auto Reflight Start at ARN

SAS has started Auto Reflight at ARN. All stations may be affected

What does this mean:

- Rush will be done faster.
- CM and FM are updated as a manual Rush
- SAS will use the same tag number. It is a big advantage for our passengers that they will be able to see in the SAS App which flight their bag is Auto Reflighted on. It also reduces the use of paper, which is positive.
- This means for loading that tags always have to be scanned to see the updated information, as no visible rush tag will be printed.
- From the start, SAS will only Auto Reflight baggage, that was supposed to go on a SK flight - both from SK and from OAL if it is seen in the baggage sorting system in CPH.

For more information – See attachment.

Please inform those concerned at your stations.

If you have any questions, please contact peter-e.stenqvist@sas.se.

For more information - see presentation from SITA attached (the article is located last in the bulletin):

SITA Auto Reflight with Roadmap

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

Editor: Susanne Birge, STOQA-D, Mail: sasgroundhandling@sas.se

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SITA Auto Reflight

Transfer mishandling is the top reason for delayed bags

46%
Transfer mishandling

16%
Failure to load

14%
Ticketing error/bag switch /security/other

8%
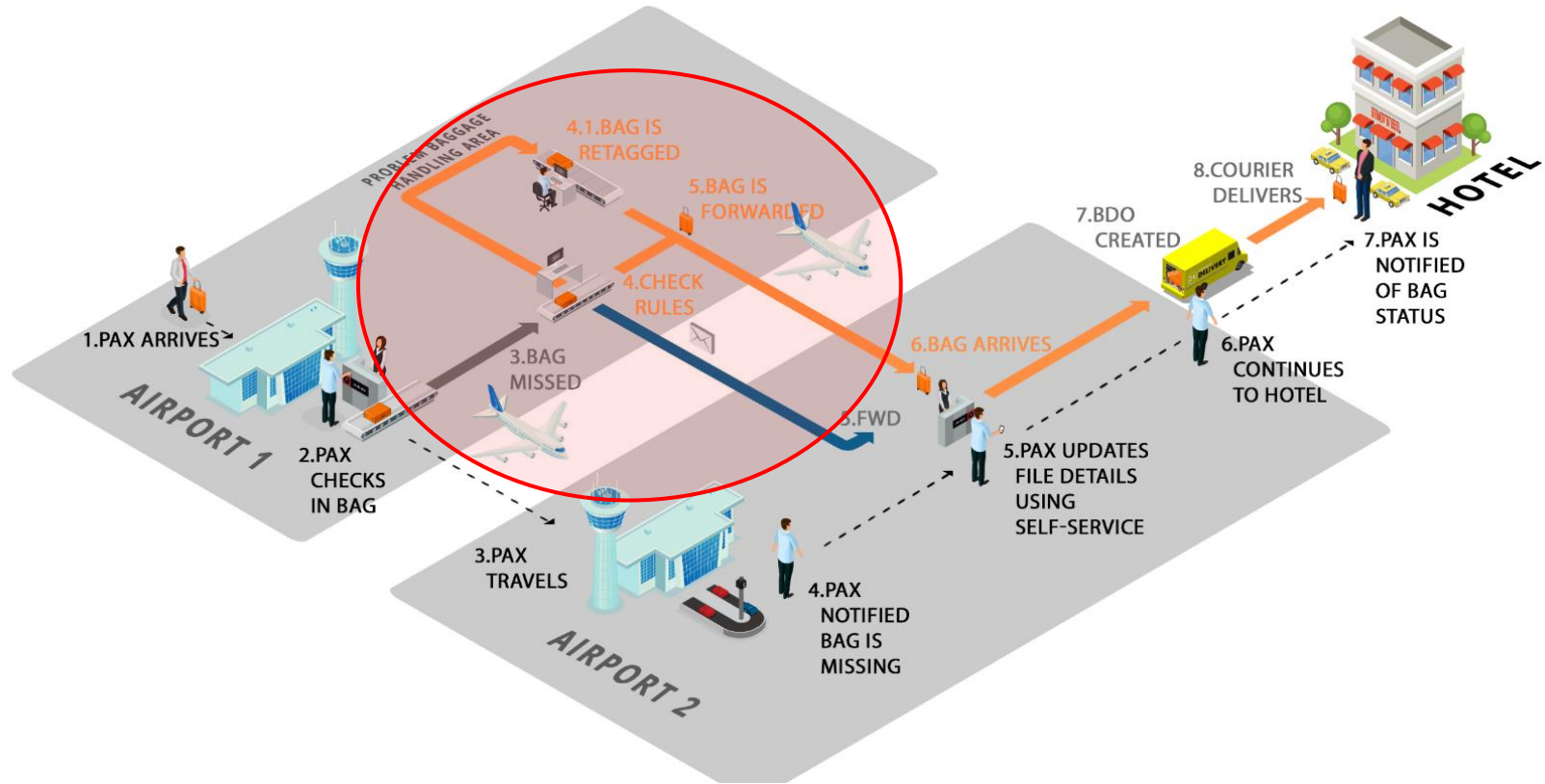Airport/customs/weather/ space-weight restrictions

8%
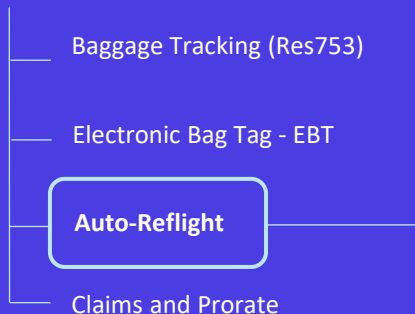Loading error

4%
Arrival mishandling

Source: SITA Baggage Insights 2024

Building a process aligned to the passenger journey

IATA industry initiatives for 2024 onwards

Baggage Automation

- Baggage Tracking (Res753)
- Electronic Bag Tag - EBT
- **Auto-Reflight**
- Claims and Prorate

IATA

White Paper

Baggage Auto-Reflighting: Resolution 755 - Call to Action

Actions and Recommendations

Airlines should collaborate closely with suppliers and vendors, including those responsible for Departure Control Systems (DCS), Baggage Reconciliation Systems (BRS), and tracing systems, to adopt IATA Resolution 755. This resolution, which has been in place since 2019, through the updates made in 2023, now permits automated baggage reflighting and e-rush process. Swift adoption is crucial to address the rising baggage irregularities associated with the rising global passenger traffic. Establishing strong partnerships between airline members and vendors is essential. Members are encouraged to proactively engage with their partners and vendors to implement solutions that fully leverage auto-reflighting benefits. Similarly, vendors should proactively enhance their solutions to meet the standards set by Resolution 755, enabling seamless end-to-end baggage auto-reflighting.
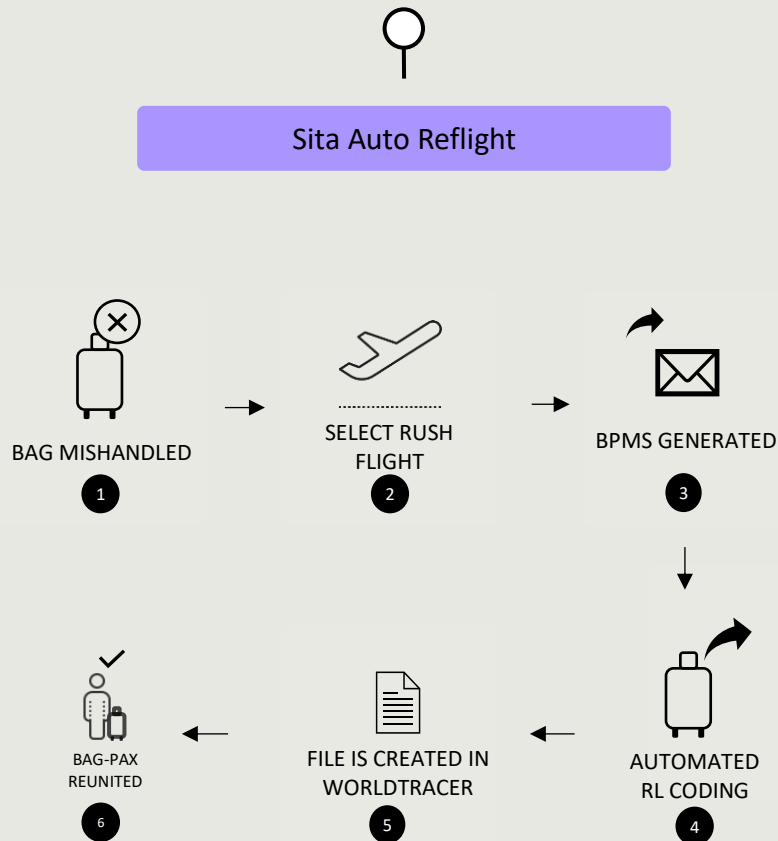
Sita Auto Reflight

SaaS solution capable of reflighting bags on the original tag, without human intervention. WorldTracer Auto Reflight provides the ability to manage the mishandled bag process from end-to-end and following system configurations based on airline requirements

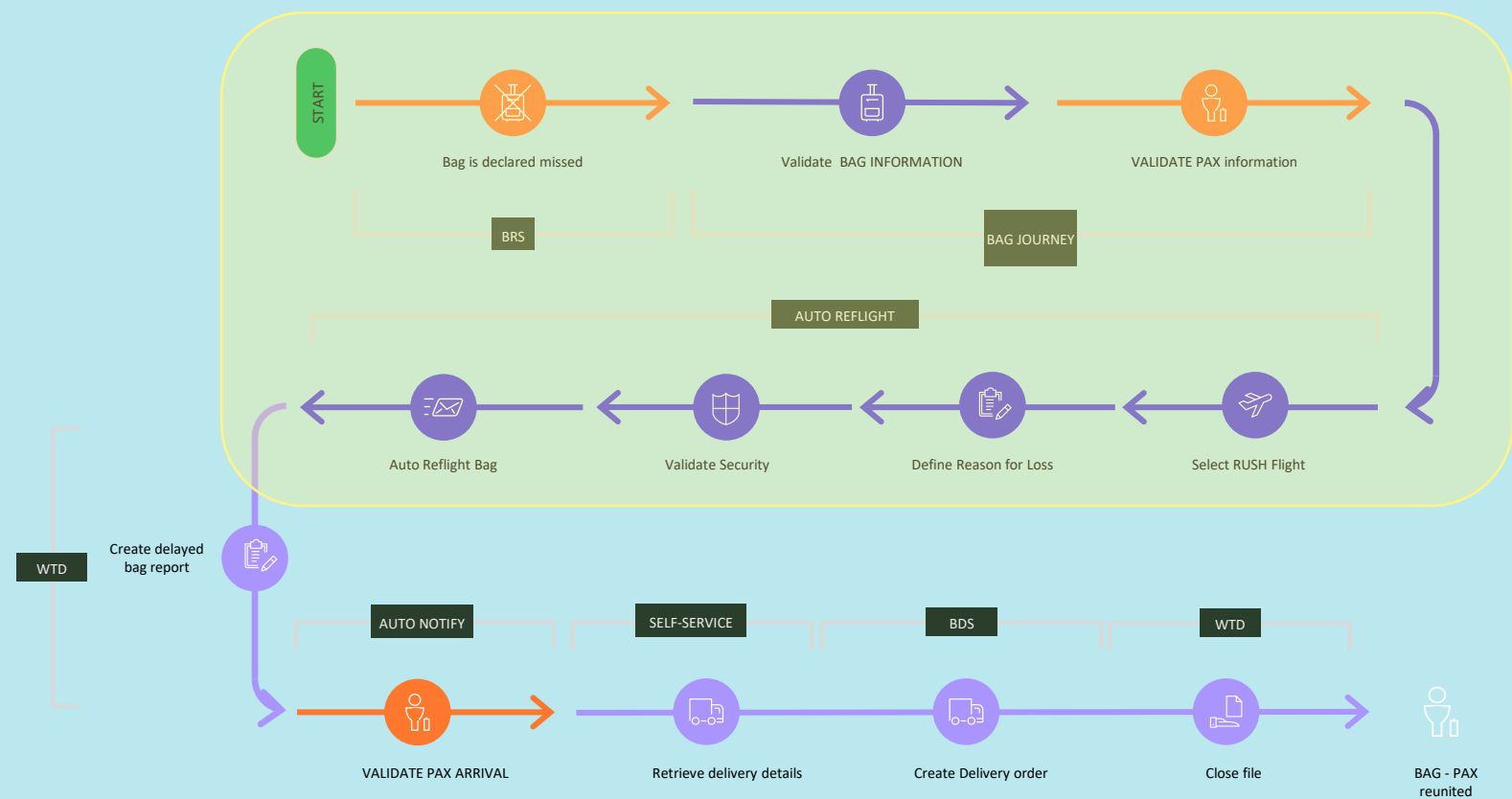Sita Auto Reflight

Requirements

- Baggage Information Messages
- Passenger information
- Flight Schedule Information
- Integration with WorldTracer

How does it work?

1. Detects a **mishandled** bag
2. Identifies a suitable **RUSH** flights following customer configurations
3. Generates Baggage Information Messages
4. Identifies RL code and FS
5. Informs **WorldTracer**
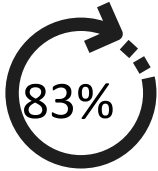6. Helps reunite Bag with PAX

BAG MISHANDLED — 1

SELECT RUSH FLIGHT — 2

BPMS GENERATED — 3

AUTOMATED RL CODING — 4

FILE IS CREATED IN WORLDTRACER — 5

BAG-PAX REUNITED — 6

End-to-end Mishandled baggage management

START

Bag is declared missed

Validate BAG INFORMATION

VALIDATE PAX information

BRS

BAG JOURNEY

AUTO REFLIGHT

Auto Reflight Bag

Validate Security

Define Reason for Loss

Select RUSH Flight

WTD

Create delayed bag report

AUTO NOTIFY

SELF-SERVICE

BDS

WTD

VALIDATE PAX ARRIVAL

Retrieve delivery details

Create Delivery order

Close file

BAG - PAX reunited

Confidential @SITA 2025

Experienced BENEFITS

| ACHIEVEMENTS | BENEFITS | FINANCIAL INCENTIVES |

83%
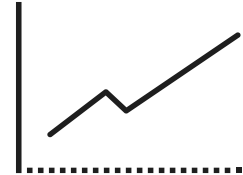
High automation rate

Expedited reflight

Platform agnostic
DCS, BHS, BRS

No more baggage tag reprint

Faster training
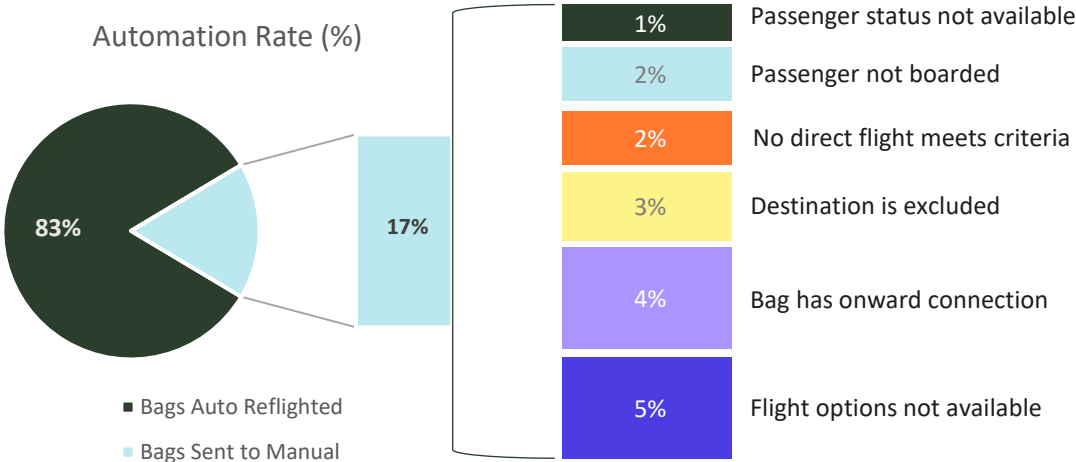
Pax waiting times cut by 50%

Positive Customer ROI

RL auto coding supports proration

Carbon emissions and paper waste savings

Breakdown of reasons for manual processing

Automation Rate (%)

83% — Bags Auto Reflighted
17% — Bags Sent to Manual

■ Bags Auto Reflighted
■ Bags Sent to Manual

%	Reason
1%	Passenger status not available
2%	Passenger not boarded
2%	No direct flight meets criteria
3%	Destination is excluded
4%	Bag has onward connection
5%	Flight options not available

- Automate new scenarios
- More reflight on the original tag
- Enhance RUSH flight selection
- Leverage alliances and partnerships

Support Arrivals

Auto Reflight - Roadmap for 2025-2026

Bag Monitor

Real-time visibility of bags and flexible process management via UI

Semi-Automated RUSH on the original tag when the bag is not physically present

Disruption Mode to process large volumes of bags quickly

Additional Reflight Scenarios

Solve additional MHB scenarios to increase the overall automation rate beyond 90%

Automate additional RL codes to enable trust and support proration

Maximize the use of available aircraft capacity for RUSH bags on selected flights / destinations

Data Analytics and Reports

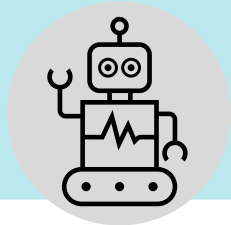Simple access to historical data and analytics

Customer-facing dashboard enabling customers to track service performance

Self-Managed Product Configuration

Effortless product configuration to facilitate change requests with no downtime
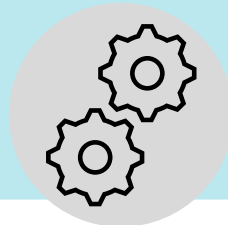
Why SITA WorldTracer Auto Reflight

Focus on Automation

- High Automation Rate
- Reason for Loss auto-coding

Portability

- Cloud based Solution
- Delivered in SaaS
- Platform agnostic
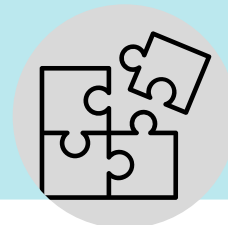   DCS, BHS, BRS
- RESO 755 compliant

Flexibility and Configurability

- Bag Identification and Validation
- Bag status
- RUSH flight selection
- Load limits
- Connection type
- MCT
- Exclusion lists: Dest., flights, Bag type

Innovative Roadmap

- Semi-Automated RUSH
- Disruption mode
- Data Analytics
- Self-managed configuration

End-to-end management

- Pax Auto Notify, Self-Service, BDS
- AirTag integration
- Digital Customs declaration
- Auto BDO

In summary

Process digitalization to mitigate Customer's major pain points

- Happy passengers, informed and in control, even when something goes wrong
- Automation, to repatriate bags proactively and faster despite staffing shortage
- Reduced costs of mishandling baggage
- Sustainable operations and optimized routes

Open, scalable solution leveraging industry standards

- Fully automated cloud solution
- Allowing for smooth and fast deployment at over 2000 airports worldwide
- IT platform agnostic, compliant with IATA R755 and RP1745
- Fully integrated with SITA WorldTracer suite for end-to-end baggage management

Thank you

Want to know more?

SITA Baggage Portfolio

Start

Check-in

Bag drop

Security

Sortation

Make-up and Loading

LOAD MANAGEMENT
SITA Bag Manager

REFLIGHTING
WorldTracer Auto Reflight

Bag claim

Unloading

Flight

DELAYED BAG NOTIFICATION
WorldTracer Auto Notify

PAX REPORTING
WorldTracer Self-Service

LOST ITEM REPORTING
WorldTracer Lost and Found Property

ON/OFF airport tracking
SITA NetScan

Customs

Onward travel

Finish

AGENT MISHANDLED BAG MANAGEMENT
WorldTracer Desktop / WorldTracer Tablet

BAGGAGE REPATRIATION
WorldTracer Bag Delivery Service

END-TO-END BAGGAGE MESSAGING AND TRACKING
SITA Bag Message and SITA Bag Journey

Leading the air transport industry in end-to-end baggage visibility