

# GROUND HANDLING BULLETIN



**APRIL 2026**

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# AIRCRAFT HANDLING

## SAFETY

### Cargo Hold Inspection and Ballast (BAL) Verification

Incorrect reporting of ballast (BAL) continues to be identified as a safety concern. In several cases, inadequate cargo hold inspections have resulted in ballast being reported as present without having been physically verified. This creates a risk of the aircraft being dispatched out of trim.



Ballast is typically only used when operationally required to keep the aircraft within its approved weight and balance envelope. While its use should be minimized where possible, any planned ballast must be treated as a critical load item and verified accordingly.

A particular area of concern has been identified on wet-leased ATR72 operations, where ballast is planned in compartment 4 on certain routes. Several significant occurrences have shown that personnel have relied on the assumption that the ballast was on board because it is “usually there.” This is a classic example of complacency and demonstrates how routine can erode critical safety checks.

On smaller aircraft, weight and balance tolerances are limited. Even a relatively small discrepancy, such as 200 kg of incorrectly reported ballast, may significantly affect trim and, in a worst-case scenario, contribute to a tailstrike or other serious event.

The purpose of this bulletin is to reiterate that the responsible function must physically enter and inspect all cargo holds before loading begins, including compartments planned to remain

empty. When ballast is required, the number of ballast bags, their condition, and their location must be checked to ensure full compliance with the loading instruction.

Personnel may seek information from cabin crew or other staff when clarifying the loading situation. However, such information does not replace the requirement for physical verification. Regardless of who may have provided input, the person signing the loading report remains accountable for the reported load and ballast figures.

Ballast shall never be reported based on assumption. Physical verification is required on every departure.

Thank you for making us a safer airline!

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## INFORMATION

### Termination of SAS Link Dangerous Goods Manual (DGM)

#### Introduction

When SAS Link was created in 2022, the base structure of manuals came from another Airline, as is usual in the industry.

Since then, the airline industry and the authority requirements have changed. Now, we are training (and working) according to the principle CBTA (Competency Based Training and Assessment).

Simply put, you train according to the task you have and know them thoroughly, instead of having general knowledge of the subject.

#### The Manuals

As we in SAS Link AB saw it, the principle also meant that your instructions should be in the manuals you are used working with, rather than a stand-alone manual. These manuals developed accordingly. So now:

- Pilots and cabin have their instructions in the respective OM-A and OM-B
- Loading Personnel and Load Control are using the industry standard manuals IATA DGR, the IGOM and for specific matters, the SAS AHM
- Check-in and Gate staff use the SPM.
- Etc.

So now, the DGM will be terminated. This will happen on 01APR26 and it is no April Fools joke.

## What does it mean for you?

This will most likely not affect your everyday life at all. As a loading supervisor, you will use your industry standard training and then the loading instructions and the SAS AHM to fulfill your part. As a check-in agent, you will do the same, but your SAS manual is SPM, etc.

The idea is for you to have one less manual to understand and handle. We hope it will make your life slightly easier.

Thank You for Making Us a Safer Airline

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# PASSENGER HANDLING

## PROCEDURE

### Altea CM - Customer Management Information

#### iAPP-EUE Interactive Advanced Passenger Information to EU

Effective 10APR26 EES  
Effective 07OCT26 ETIAS

#### Background:

The European Union is preparing for the launch of two new border management initiatives:

1. the Entry/Exit Systems (**EES**)
2. the European Travel Information and Authorization System (**ETIAS**)

The authorization for travel is handled via the EU Carrier Interface. This interface is in Altéa CM connected to the regulatory program i-APP.

#### EES 10APR26

The new Entry/ Exit system (EES) started in OCT2025. EU countries using the EES have been introducing the system gradually and data collection has been introduced gradually at border crossing points with full implementation 10APR2026.

For more detailed information see: [What does progressive start of the EES mean?](#)

The Entry/Exit System (EES) will replace the manual stamping of passports with an electronic record.

From **10APR2026**, carriers are required to use the EU Carrier Interface to verify whether third-country nationals travelling to the EU on a short-stay, single or double entry visa, have already used the number of entries authorized by their visa.

EU Carrier Interface will activate EES tracking from 10APR26. Altea CM is connected to the EU Carrier Interface via the interactive iAPP functionality.

**The following 29 countries are in the scope of EES:**

Schengen Countries Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Schengen Associated Countries Iceland, Lichtenstein, Norway and Switzerland.

This information focuses on Entry/Exit System (EES) i.e. Schengen visa nationalities.

Period from **10APR26 until 06OCT26** is to be considered as “progressive roll-out” and manual check of visa and permanent resident cards applies as per today.

**During the initial period of the progressive roll-out this must be noted:**

- After 10APR26 passports will no longer be stamped on entry and exit.
- Manual check of passport stamps is required until 06OCT26.
- If a passenger has passed through a Border Control Point, before that country has implemented EES, their entry is not recorded in the Carrier Interface. Boarder Control started to register visa entries in the Carrier Interface from 12OCT25.
- If a passenger tries to use a Visa after the allowed number of entries (single/double) has been consumed, the Carrier Interface may still return an “OK” based on its own records.
- If an “OK-EES” response is received, but the stamps in the passport confirm that the maximum number of entries are consumed, they shall be refused for travel.
- Consequently the “OK-EES” response is unreliable, which is why manual passport stamp checks are still required until 06OCT26.
- Multi entry visa:  
Carriers cannot validate, at this point, multi-entry visas (this will be available at a later stage), also, carriers cannot check the remaining authorized stay of travelers - this information is only available to the travelers themselves and border authorities. Manual check of validity applies until further notice.

## Altéa CM:

### i-APP-EU interactive visa checks will apply for – in scope:

- Schengen short stay visa (type C) issued for one or two entries.  
iAPP EUE Immigration status reply is “OK” or “Not OK EES”.

#### What to do:

*Manual check for passport stamps applies, irrespective if response is “Not OK EES”.*

*Schengen Visa details to be added in Altéa CM.*

*For “Not OK EES” response but the manual check of visa validates the customer as eligible to enter, the iAPP response may be overridden in Altéa CM.*

*“OK EES”.*

*For “OK EES” response but the manual check of visa confirms that the number of entries has been consumed, the passenger must be refused for travel.*

### i-APP-EU interactive visa checks will not apply for – out of scope:

- Schengen short-stay multiple (type C) entry and long-stay (type D) visa holders.  
iAPP EUE Immigration status reply is “Not ok EES” followed by “Bypassed”.

#### What to do:

*Manual check for passport stamps applies.*

*Schengen Visa details to be added in Altea CM.*

*“Internally Bypassed” will be return when valid Visa Schengen - Multiple Entry*

*Visa Schengen - Long Stay or Permanent Residence Card is entered in Altea CM.*

- EU nationalities and EU resident permit holders.

Nationals of the European Union, Iceland, Liechtenstein, Norway, Switzerland, Andorra, Monaco, San Mariano, and holders of passport issued by the Vatican City.

i-APP EUE Immigration status reply is “**Not Applicable**”

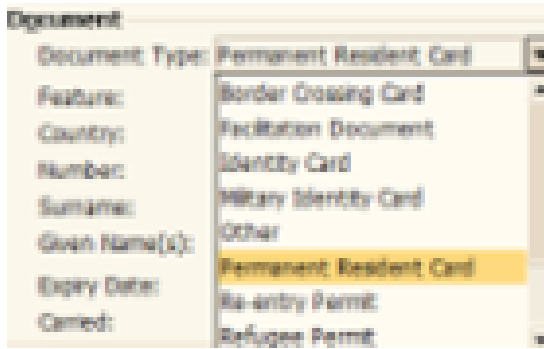
#### What to do:

*Document validity and identity check as per standard procedures.*

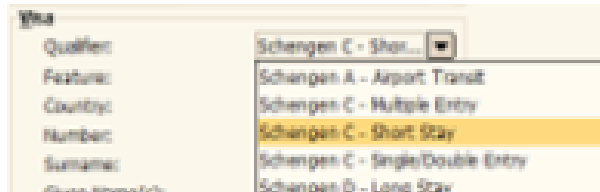
#### To be noted:

The applicable type of secondary document must be updated. ‘Visa’ without Qualifier will not return the correct i-APP-EU reply. Examples:

Permanent Resident Card:

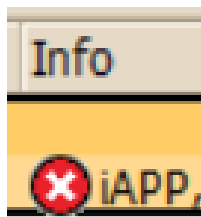


Schengen visa with applicable Qualifier:



The EUE-Immigration Status in Altéa CM is the response from the EES-Entry Exit System. The EUE-Security Status serves as a placeholder and can be ignored.

The iAPI icon is the same as for other iAPP countries and if several iAPP programs applies, only one icon will appear:



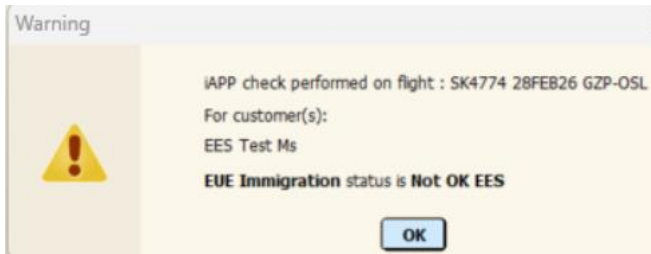
The replies returned in the iAPP query and shown in Altéa CM under iAPP Check Status are:

- **OK**

iAPP Check Status	
SK2844 27SEP GZP-ARN	EUE-Security Status: OK to Board EUE-Immigration Status: OK

- **Not OK EES**

iAPP Check Status	
SK4774 28FEB GZP-OSL	EUE-Security Status: OK to Board EUE-Immigration Status: Not OK EES



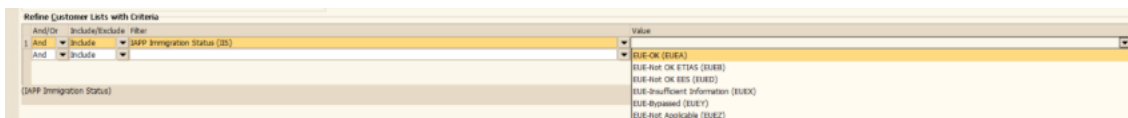
- Not Applicable

iAPP Check Status			EUE-Security Status: OK to Board
SK4774	21FEB	GZP-OSL	EUE-Immigration Status: Not Applicable

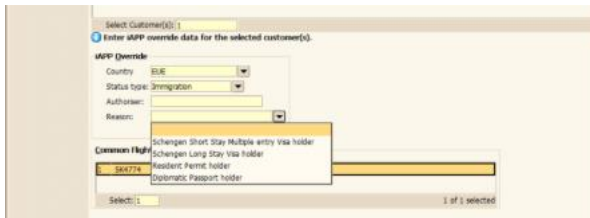
- Bypassed

SK4774	21FEB	GZP-OSL	EUE-Security Status: OK to Board
			EUE-Immigration Status: Bypassed
			Override Authoriser: INTERNALLY BYPASSED

Customer List filter IAPP Immigration Status (IIS) will list EUE responses:



In case of iAPP EUE (Immigration) override, reason to be updated:



### To be noted:

With the EU Carrier Interface/iAPP EUE applied in Altea CM, manual Schengen visa validation to continue as done today.

Schengen visa to be added to Altéa CM irrespective of the i-APP EUE reply. Also, an OK reply must be manual validated, and Schengen visa entered Altéa CM.

iAPP EUE will be applied to Altea CM in a phased rollout country by country until 10Apr26. Area managers will be informed accordingly.

### Outages:

The Regulatory circuit breaker is in operation for iAPP-EUE. It monitors interactions with the Carrier Interface and, if an outage is detected, automatically inhibits further checks.

During the outage, Altéa DCS uses the existing status to determine whether acceptance, boarding pass print, and boarding should be allowed. The circuit breaker persistently evaluates the state of the Carrier Interface and reengages it once it is up and running again.

iAPP EUE in Altéa CM can be turned off on flight level: The program 'EUE' appears on the Flight Regulatory Update for applicable flights and inhibit option is available.

**PDT** Enter Flight Flight Information Flight Update Flight Regulatory Update

Search AF1  
System Restart SF12

SK806 18SEP LHR (2) → OSL Oslo Gardermoen  
Acceptance Open Codeshare: AC9996,EY4005,LY9781\*\*\*

**Update Regulatory Actions**

	Regulation	Inhibit
1	ADC	No
2	EUE	No
3	GBR	No

Select Regulation 2

**Regulatory Actions**  
Regulation: EUE  
Action: Inhibit

Outage procedures when and how to contact EU Carrier Interface will be evaluated after implementation.

## ETIAS 07OCT26

The European Travel Information and Authorization System (ETIAS) is an electronic system that allows and keeps track of visitors from countries who do not need a visa to enter.

From 07OCT26 carriers are required to use the EU Carrier Interface to verify whether visa-exempt nationals travelling to the EU have a valid authorization to enter the Schengen area.

EU Carrier Interface will activate ETIAS tracking from 07OCT26.

Altea CM ETIAS information will be published later.

Additional information can be found:

[Travel to Europe](#)

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## Armed Police Officers, armed Bodyguards and armed Military on SAS flights - Reminder

SAS accept to transport Armed Norwegian Military, armed Swedish Military, armed Swedish Police and specially authorized police acting as official armed bodyguards on SAS flights, according to special procedures. However, there are exceptions for Airlines operating under Irish AOC, (Connect and CityJet). See below.

### Special procedure for Armed Military, Armed Police officers, and Bodyguards, on Connect and CityJet

We accept Armed Military, Police officers and Armed Bodyguards on Connect and CityJet, if handled according to special procedure below.

### Definition of different categories of weapon

Category	Definitions	Examples
Munitions of war	Weapons designed for use in warfare (including parts of such weapons).  Munitions of war should be handled and shipped as cargo, as it requires an extensive approval process from states over flown. Reservations for munition of war must be made at least 10 days before intended travel.	
Sporting weapons	Weapons designed for sporting purposes.	Rifles, shotguns, pistols, replica and antique weapons (which at one time may have been defined as munitions of war).
Service weapons	Arms in the possession of police or other law enforcement officers, bodyguards and duly authorized persons incl. Military personnel, on active duty. Service weapons are weapons intended for the individual's personal use.	

#### General:

Weapons may only be accepted for transportation as Checked baggage or as Cargo. Procedures shall be in place, securing all weapons accepted (by the operator), as hold baggage is required by local authorities, handled by special trusted and authorized staff familiar with the rules and regulations.

- Firearms shall always be requested at the time of reservation.
- SSR note must always be inserted in the reservation

- Service weapons and sporting weapons need to be declared at check-in counter upon departure
- Passenger must verbally confirm that the weapon is unloaded and that he/ she has a license for it and, if necessary, a permit, valid for the applicable destinations and/ or transfer points.
- Service and sporting weapons may be carried as checked baggage provided
  - they are suitable packed
  - the weapon is disassembled, if possible, and
  - the weapon and ammunition are packed in separate pieces of checked baggage. However, parts of the disassembled weapon can be packed together with ammunition.
 All weapons shall be disassembled.
- Ammunition must consist of small arms only (explosives or incendiary projectiles is not allowed).
- Firearms telex is always to be sent by stations. SAS has an automatic tool sending Firearm telex via Altea DCS. For those stations not using Altea DCS, local procedures apply.
- Attach Firearm tag to all baggage containing Firearm parts.  
**Note:** Ammunition is not considered as Firearm part.

**Note:** For more information see SPM chapter 5.3

### **Armed Military Officers and Armed Police officers, (except armed Bodyguards)**

Norwegian, Swedish, Danish and Finnish Military, Swedish Military and Swedish Police on active duty are allowed to travel with/check-in their service weapons on All operators:

The following rules apply:

- Firearms shall always be requested at the time of reservation.
- SSR note must always be inserted in the reservation
- Norwegian Military, Swedish Military and Swedish Police on active duty are allowed to travel with/check-in their service weapons free of charge.
- In addition to the SR WEAP-line, and in order to identify/recognize these passengers, their travel agents must update the PNRs with a **SK MIL SK segment**.
- This information is transferred to Altea CM, and the note MIL authorizes check-in to waive the WEAP fee.

See Example below:

- 1.POLICE/ACTIVE MR
- 2 SK 005 E 24MAR 3 LLAARN HK1 0930 1000 1125 \*1A/E\*
- 3 AP NONE
- 4 TK OK23MAR/STOSK0983
- 5 SSR WEAP SK HK1 **SERVICE**.WEAPONS AND AMMUNITION ARE HANDLED AT CHECK-IN/S2
- 6 SSR CTCM SK HK1 XXX
- 7 SSR CTCE SK HK1 XXX
- 8 **SK MIL SK**

The code **MIL WEAP** will be published on the Customer list in Altea CM:

From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC	Services
ARN	LLA		C	B	5F	✓	SK Gold	N	N	N	CTCE-BIRGITTA ARI ANDER//FAR.SE/EN CTOM-46705486810/EN
ARN	LLA		M	E	16D	✓		N	N	N	<b>MIL WEAP-SERVICE WEAPONS AND AMMUNITION ARE HANDLED A...</b>
ARN	LLA		M	O	20A	✓		N	N	N	CTOM-0703187843
ARN	LLA		M	Q	24A	✓		Y	N	N	CTCE-FAAN.AMIRI2017//GMAIL.COM CTOM-0739416733
ARN	LLA		M	V	9F	✓	SK Basic	N	N	N	CTCE-RANSA.AVIN//HOTMAIL.COM CTOM-46727054892 RQST
ARN	LLA		M	Q	12F	✓		Y	N	N	CTCE-DEMNISBAOAHNS//GMAIL.COM CTOM-46703369551 RQST
ARN	LLA		M	V	27A	✓		Y	N	N	CTOM-0046703644033 XBAG-PREPAID
ARN	LLA		M	H	26D	✓	SK Basic	Y	N	N	RQST

Enter Flight → Flight Information → Customer List Selection → Customer List

SK16 22APR ARN (5) → LLA Lulea Kallax  
Acceptance Finalised Codeshare: LH6206

Selected List: All Customers  
Selected Filter: **(Special Requirement=MIL)**

	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC	Services
tin Mr	ARN	LLA	M	E	16D	✓	BOARDED		N	N	N	<b>MIL</b>
lamam Mr	ARN	LLA	M	E	16E	✓	BOARDED		N	N	N	<b>MIL</b>

Enter Flight → Flight Information → Customer List Selection → Customer List

SK16 22APR ARN (5) → LLA Lulea Kallax  
Acceptance Finalised Codeshare: LH6206

Selected List: All Customers  
Selected Filters: (Special Requirement=MIL)

Seat	Accept	Baggage	Info
			<b>WEAP, MIL</b> CTCM, CTCE

**Below information is required in all bookings for Police and Military Officers for all operators, and must always include:**

- Name of the passenger. Provide full name of the passenger
- **Type of Weapon:** Specify the weapon type (e.g., Glock 17).
- **Number of Guns:** Indicate the number of guns (e.g., 1 Glock) but not the weapon's serial number.
- **Brand of weapons** Specify the weapons brand
- **Amount of Ammunition:** State the amount of ammunition (e.g., 100 cartridges).
- **Number of Magazines:** Include the number of magazines, even if empty, and specify how many cartridges each magazine can hold. Example: 2 magazines (15 cartridges in each), with 10 remaining cartridges stored in a separate box.
- **Name of the Passenger:** Provide the full name of the passenger.
- **Reason for Traveling with Weapon:** Explain the reason for carrying the weapon.

### **Armed Bodyguards**

SAS accept to transport specially authorized police officers from Denmark, Norway, Sweden and Finland acting as official armed bodyguards on SAS flights, according to special procedures. The reservation must be done latest 48 hours before departure.

- Station Management on ARN, CPH, OSL or HEL will receive information regarding the reservation, from the police, via defined email addresses.
- The police authority must notify SAS Station Management at local station, about the transportation no later than 3 hours before scheduled departure (48 hours for flights operated by Connect and CityJet).
- For flights operated by wet lease partners (Connect and CityJet), relevant OCC office(s) shall be informed no later than 48 hours to ETD.

**Email addresses to respective HUB and HEL, that are responsible:**

ARN: [secarn@sas.se](mailto:secarn@sas.se)

CPH: [cphkosk@sas.dk](mailto:cphkosk@sas.dk)

OSL: [OSLKO@sas.no](mailto:OSLKO@sas.no)

HEL: [station.finland@sas.fi](mailto:station.finland@sas.fi) and [HEL.ops@airpro.fi](mailto:HEL.ops@airpro.fi)

**Procedure for respective HUB (ARNKO, CPHKO, OSLKO and HELKO)**

Station Management must Always notify the concerned wet lease operator that a bodyguard with a weapon is accompanying the flight concerned. CityJet and SAS Connect must receive this information no later than **48 hours** before STD.

**Exception:** For departures on Mondays, the reservation and email must be completed and sent to SAS Connect and CityJet no later than 12:00 PM on the preceding Thursday.

**Table below describes the different rules per carrier regarding Armed Bodyguards**

Operated by	The following apply:
<b>CityJet</b>  <b>SAS Connect</b>	<ul style="list-style-type: none"> <li>● Irish authority requirements where bodyguard’s weapons are classified as “munitions of war” where the Irish Transport Authority must approve transport.</li> <li>● Must only be transported as checked-in weapons.</li> <li>● Information about weapons on board must reach the Irish authorities <b>no later than 48 hours</b> before departure, in order to allow time to grant permission. <b>Exception:</b> For departures on Mondays, the reservation and email must be completed and sent to SAS Connect and CityJet no later than 12:00 PM on the preceding Thursday.</li> <li>● Information regarding the weapon is required in the reservation, see below*.</li> </ul>
<b>SmartLynx</b>  <b>Xfly</b>  <b>AirBaltic</b> <b>HiFly</b>	<ul style="list-style-type: none"> <li>● Must only be transported as checked-in weapons.</li> <li>● No permits are required by the authorities.</li> <li>● Information regarding the weapon is required in the reservation, see below*.</li> </ul>
<b>SAS Scandinavia</b>  <b>SAS Link</b>	<ul style="list-style-type: none"> <li>● No permits are required by the authorities.</li> <li>● The bodyguard’s weapon is accepted in the cabin.</li> <li>● Information regarding the weapon is required in the reservation, see below*.</li> </ul>

**\*Below information is required in all bookings for bodyguards with weapon, for all operators, and must always include:**

- Name of the passenger. Provide full name of the passenger
- **Type of Weapon:** Specify the weapon type (e.g., Glock 17).
- **Number of Guns:** Indicate the number of guns (e.g., 1 Glock) but not the weapon’s serial number.
- **Brand of weapons** Specify the weapons brand
- **Amount of Ammunition:** State the amount of ammunition (e.g., 100 cartridges).
- **Number of Magazines:** Include the number of magazines, even if empty, and specify how many cartridges each magazine can hold. Example: 2 magazines (15 cartridges in each), with 10 remaining cartridges stored in a separate box.
- **Name of the Passenger:** Provide the full name of the passenger.
- **Reason for Traveling with Weapon:** Explain the reason for carrying the weapon.

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

Below was announced in the JAN26 Bulletin but was rolled-back due system error. This error is now fixed and has worked effectively since 20MAR26.

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.

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

## Upgrade Special price at station from Scandinavia during Easter

This easter we will copy the offer we had during Christmas on all longhaul flights **from** Scandinavia.

**Update: Upgrade to special price at station. Economy to premium.**  
**Period: 27MAR– 12APR 2026**

**If the flight is overbooked in economy less than 5 hours 30 min before STD/ETD, a special price may be offered from M to Y.**

currency	M to Y
DKK	1000
NOK	1300
SEK	1300
USD	160

**Note:**

Special prices will **not** be offered from Y-C and M-C.

## INFORMATION

### Introducing BMW Pandion Car Service

We're pleased to launch BMW Pandion Car Service, a new partnership designed to support our most frequent travelers during the most time-critical moments of their journey.

Together with BMW, this service will assist Pandion members with tight connections and remote gates when traveling **within Schengen** through our main hubs.

Three BMW X7 electric hybrid vehicles will be dedicated to the service at:

- Copenhagen (CPH) – operational since 19 February 2026
- Oslo (OSL) – The service starts in April 2026.
- Stockholm (ARN) – the service starts in April 2026 with a temporary car from BMW, however the BMW X7 will be delivered during summer.

The BMW X7 offers Spacious three-row interior delivers sophistication and first-class comfort.



**Note:**

All transportation within the airport limits provided by SAS to assist the passenger in reaching their flight on time is subject to the Conditions of Carriage. Such transportation is provided subject to availability and reasonable efforts and does not create any additional contractual obligations beyond those set forth therein. We are not responsible for delays or missed flights caused by circumstances beyond our control during the provision of such transportation.

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# GENERAL

## Wheelchairs to/from US and Canada

The weight and dimension restrictions for wheelchairs on A321LR and A32NX **to/from** USA and Canada have been removed. It is now aligned with the A320 family. Still only 2 per A/C though.

### A320 Series

- Max. Height 110 cm, Width 130, Length 154 cm
- Max. weight (kg) per colli: 250 kg
- Max. 6 per aircraft, A321NX max 2 per aircraft

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# SAS TURNAROUND GUIDES

MORNING READINESS SHORT HAUL

VALID S26 ALL STATIONS

1. TURNAROUND GUIDE FIRST DEPARTURE OF THE DAY  
VALID ALL STATIONS
2. TURNAROUND GUIDE MGT 40
3. TURNAROUND GUIDE MGT 45
4. TURNAROUND GUIDE MGT 35
5. TURNAROUND GUIDE MGT 30
6. SUMMARY ALL MR TURNAROUND MGT:S

Carina Forsell/STOQP

Carina.Forsell2@SAS.se



# 1.MORNING READINESS S26 – FIRST DEPARTURE OF THE DAY

## VALID FOR ALL STATIONS

### SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

PROCESS	START/END STD -XX
AIRCRAFT AT STAND/RAMP READY	STD-50 (CPH AT LATEST STD-45 REF AR)
BRIDGE&STAIRS POSITIONED	STD-45
CREW ONBOARD AIRCRAFT	STD-45
GATE STAFF PRESENT	STD-45
CONNECT TO GROUPTALK (ALL)	STD-45
MAIL&CARGO AT STAND	STD-45
BAGGAGE AT STAND	STD-35
LOADING	START LATEST STD-35                      END LATEST STD -12
CATERING	END LATEST STD-31
FUELING	END LATEST STD-12
WCH/UM/DEPA AT AC DOOR	STD -37
BOARDING TO BLUE STRAP	STD -40
REMOTE STAND BUS BOARDING	START LATEST STD-35              END LATEST STD-22
BOARDING TO AIRCRAFT FROM GATE	START LATEST STD -35                      END LATEST STD -12
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -10
ALL AIRCRAFT DOORS CLOSED	STD -10
DE-ICING	START STD -10
DEPARTURE CHECK COMPLETED	STD -01
PUSH-BACK	STD -01

**Definition:** First departure of the day for the aircraft

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

Following time stamps shall be included in SDI:

**CB= Cabin boarding**

**DS= Deice start\***

**BS= Boarding start**

**DF= Deice finish\***

**BC= Boarding closed**

**SU= Start up**

**DC= Doors closed**

\*Stations with de-ice on stand



# 2. MORNING READINESS S26 – TURNAROUND MGT 40 MIN

VALID FOR ALL STATIONS, ALL FLIGHTS WITH STD UNTIL 09:00 CET

PROCESS	START/END STD -XX
RAMP READY FOR ARRIVAL	STD -43
AIRCRAFT AT STAND	STD -40
BRIDGE&STAIRS POSITIONED	STD-37
DEBOARDING	START STD -37      END STD-31
CREW AT AIRCRAFT	STD-30
GATE STAFF PRESENT	STD-35
CONNECT TO GROUPTALK (ALL)	STD-30
MAIL&CARGO AT STAND	STD-45
BAGGAGE AT STAND	STD-35
UNLOADING/LOADING	START LATEST STD-35      END LATEST STD -07
CATERING/CLEANING	END LATEST STD-20
FUELING	END LATEST STD-07
WCH/UM/DEPA AT AC DOOR	STD -25
BOARDING TO BLUE STRAP	STD -25
REMOTE STAND BUS BOARDING	START LATEST STD-30      END LATEST STD-20
BOARDING TO AIRCRAFT FROM GATE	START LATEST STD -20      END LATEST STD -07
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -06
ALL AIRCRAFT DOORS CLOSED	STD -03
DE-ICING	STD -03
DEPARTURE CHECK COMPLETED	STD -01
PUSH-BACK	STD -01

## SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

**Definition:** All turnarounds with STD until 09:00 CET

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

Following time stamps shall be included in SDI:

**CB= Cabin boarding**

**DS= Deice start\***

**BS= Boarding start**

**DF= Deice finish\***

**BC= Boarding closed**

**SU= Start up**

**DC= Doors closed**

\*Stations with de-ice on stand









# 6. SAS MR TURNAROUND S26 SUMMARY MGT 30/35/40/45/50/55

**SAS PRIORITIES**

- 1. SAFETY**
- 2. PUNCTUALITY**
- 3. CARE**

MINIMUM GROUND TIME	MGT 30	MGT 35	MGT 40	MGT 45	MGT 50	MGT 55
GATE STAFF PRESENT	STD -35	STD -35	STD -35	STD -35	STD -35	STD -35
CONNECT TO GROUPTALK (ALL)	STD -30	STD-30	STD-30	STD-30	STD-30	STD-30
CREW AT AIRCRAFT	STD -30	STD-30	STD-30	STD-30	STD-30	STD-30
CATERING/CLEANING FINISHED	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
BOARDING TO BLUE STRAP	ASAP	ASAP	ASAP	ASAP	ASAP	ASAP
REMOTE STAND BUS BOARDING START	STD -30	STD -30	STD -30	STD -30	STD -30	STD -30
REMOTE STAND BUS BOARDING END	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
WCH/UM/DEPA AT AC DOOR	STD -25	STD -25	STD -25	STD -25	STD -25	STD -25
FIRST PAX BOARDED AT GATE	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
FUELING	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
LOADING FINISHED	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
LAST PAX BOARDED AT GATE	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -06	STD -06	STD -06	STD -06	STD -06	STD -06
ALL AIRCRAFT DOORS CLOSED	STD-03	STD-03	STD-03	STD-03	STD-03	STD-03
DEPARTURE CHECK COMPLETED	STD -03	STD -03	STD -03	STD -03	STD -03	STD -03
PUSH-BACK	STD -01	STD -01	STD -01	STD -01	STD -01	STD -01

**Definition:** All shorthaul turnarounds rest of the day, all stations.

**Punctuality enablers:**  
**Communication** – Group Talk, boarding announcements, speed up announcements onboard  
**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

- RL1** :Awaiting passengers and/or baggage connecting from another flight
  - RL2** : Awaiting transfer baggage from another flight
  - CC1**: Late acceptance of cargo for commercial reasons
  - CA1**: Late acceptance of mail for commercial reasons
  - SK**: Commercial/Operational decision by SAS
- PLEASE NOTE THAT TIME FOR DE-ICE IS NOT INCLUDED IN SHORTHAUL TURNAROUND, REST OF THE DAY**

Following time stamps shall be included in SDI:  
**CB= Cabin boarding**      **DS= Deice start\***  
**BS= Boarding start**      **DF= Deice finish\***  
**BC= Boarding closed**    **SI= Start in**  
**DC= Doors closed**

**All activities shall start as soon as possible**

\*Stations with de-ice on stand



# SAS TURNAROUND GUIDES

REST OF THE DAY (ROD)

VALID S26 ALL STATIONS

1. TURNAROUND GUIDE MGT 40
2. TURNAROUND GUIDE MGT 45
3. TURNAROUND GUIDE MGT 35
4. TURNAROUND GUIDE MGT 30
5. SUMMARY ALL TURNAROUND MGT:S

Carina Forsell/STOQP

Carina.Forsell2@SAS.se



# 1. REST OF THE DAY S26 – TURNAROUND MGT 40 MIN

## SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

PROCESS	START/END STD -XX
RAMP READY FOR ARRIVAL	STD -43
AIRCRAFT AT STAND	STD -40
BRIDGE&STAIRS POSITIONED	STD-37
DEBOARDING	START STD -37      END STD-31
CREW AT AIRCRAFT	STD-30
GATE STAFF PRESENT	STD-35
CONNECT TO GROUPTALK (ALL)	STD-30
MAIL&CARGO AT STAND	STD-45
BAGGAGE AT STAND	STD-35
UNLOADING/LOADING	START LATEST STD-35      END LATEST STD -07
CATERING/CLEANING	END LATEST STD-20
FUELING	END LATEST STD-07
WCH/UM/DEPA AT AC DOOR	STD -25
BOARDING TO BLUE STRAP	STD -25
REMOTE STAND BUS BOARDING	START LATEST STD-30      END LATEST STD-20
BOARDING TO AIRCRAFT FROM GATE	START LATEST STD -20      END LATEST STD -07
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -06
ALL AIRCRAFT DOORS CLOSED	STD -03
DE-ICING	STD -03
DEPARTURE CHECK COMPLETED	STD -01
PUSH-BACK	STD -01

**Definition:** All turnarounds with MGT 40 min

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

Following time stamps shall be included in SDI:

**CB= Cabin boarding**

**DS= Deice start\***

**BS= Boarding start**

**DF= Deice finish\***

**BC= Boarding closed**

**SU= Start up**

**DC= Doors closed**

\*Stations with de-ice on stand





# 3. REST OF THE DAY S26 – TURNAROUND MGT 35 MIN

VALID FOR ALL STATIONS

## SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

PROCESS	START/END STD -XX
RAMP READY FOR ARRIVAL	STD -38
AIRCRAFT AT STAND	STD -35
BRIDGE&STAIRS POSITIONED	STD-32
DEBOARDING	START STD -32      END STD-26
CREW AT AIRCRAFT	STD-30
GATE&RAMP STAFF PRESENT	STD-30
CONNECT TO GROUPTALK (ALL)	STD-30
MAIL&CARGO AT STAND	STD-40
BAGGAGE AT STAND	STD-35
UNLOADING/LOADING	START LATEST STD-30      END LATEST STD -07
CATERING/CLEANING	END LATEST STD-20
FUELING	END LATEST STD-07
WCH/UM/DEPA AT AC DOOR	STD -25
BOARDING TO BLUE STRAP	STD -25
REMOTE STAND BUS BOARDING	START LATEST STD-30      END LATEST STD-20
BOARDING TO AIRCRAFT FROM GATE	START LATEST STD -20      END LATEST STD -07
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -06
ALL AIRCRAFT DOORS CLOSED	STD -03
DE-ICING	STD -03
DEPARTURE CHECK COMPLETED	STD -01
PUSH-BACK	STD -01

**Definition:** All turnarounds with MGT 35 min

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

Following time stamps shall be included in SDI:

**CB= Cabin boarding**

**DS= Deice start\***

**BS= Boarding start**

**DF= Deice finish\***

**BC= Boarding closed**

**SU= Start up**

**DC= Doors closed**

\*Stations with de-ice on stand





# 5. SAS TURNAROUND S26 SUMMARY MGT 30/35/40/45/50/55

## SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

MINIMUM GROUND TIME	MGT 30	MGT 35	MGT 40	MGT 45	MGT 50	MGT 55
GATE STAFF PRESENT	STD -35	STD -35	STD -35	STD -35	STD -35	STD -35
CONNECT TO GROUPTALK (ALL)	STD -30	STD-30	STD-30	STD-30	STD-30	STD-30
CREW AT AIRCRAFT	STD -30	STD-30	STD-30	STD-30	STD-30	STD-30
CATERING/CLEANING FINISHED	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
BOARDING TO BLUE STRAP	ASAP	ASAP	ASAP	ASAP	ASAP	ASAP
REMOTE STAND BUS BOARDING START	STD -30	STD -30	STD -30	STD -30	STD -30	STD -30
REMOTE STAND BUS BOARDING END	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
WCH/UM/DEPA AT AC DOOR	STD -25	STD -25	STD -25	STD -25	STD -25	STD -25
FIRST PAX BOARDED AT GATE	STD -20	STD -20	STD -20	STD -20	STD -20	STD -20
FUELING	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
LOADING FINISHED	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
LAST PAX BOARDED AT GATE	STD -07	STD -07	STD -07	STD -07	STD -07	STD -07
PAX RELEASE BY GATE RAMP CLERANCE BY RAMP FUEL RELEASE BY FLIGHT DECK	STD -06	STD -06	STD -06	STD -06	STD -06	STD -06
ALL AIRCRAFT DOORS CLOSED	STD-03	STD-03	STD-03	STD-03	STD-03	STD-03
DEPARTURE CHECK COMPLETED	STD -03	STD -03	STD -03	STD -03	STD -03	STD -03
PUSH-BACK	STD -01	STD -01	STD -01	STD -01	STD -01	STD -01

**Definition:** All shorthaul turnarounds rest of the day, all stations.

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

**PLEASE NOTE THAT TIME FOR DE-ICE IS NOT INCLUDED IN SHORTHAUL TURNAROUND, REST OF THE DAY**

Following time stamps shall be included in SDI:

**CB=** Cabin boarding

**BS=** Boarding start

**BC=** Boarding closed

**DC=** Doors closed

**DS=** Deice start\*

**DF=** Deice finish\*

**SI=** Start in

**All activities shall start as soon as possible**

\*Stations with de-ice on stand

**SAS**



# SAS TURNAROUND GUIDE INTERCONT ARN/CPH/OSL

1. TURNAROUND GUIDE A330/A350
2. TURNAROUND GUIDE A321LR

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# 1. TURNAROUND GUIDE A330/A350 S26 – ARN/CPH/OSL MGT 02:15 MGT 02:00

PROCESS	START/END STD -XX
RAMP READY FOR ARRIVAL	STD -02:20/-02:05
AIRCRAFT AT STAND	STD -02:15/-02:00
BRIDGE&STAIRS POSITIONED	STD-02:13/-01:58
DEBOARDING	START STD -02:10    END STD -01:50 START STD -01:55    END STD -01:35
UNLOADING/LOADING	START STD -02:10    END STD -00:12 START STD -01:55    END STD -00:12
<b>CREW BRIEFING START LATEST CPH STD -01:10, OSL STD -01:10, ARN STD -01:15</b>	
<b>FOR DEPARTURE PROCEDURES BELOW, TIMESTAMPS ARE THE SAME FOR ARN/CPH/OSL MGT 02:15/02:00</b>	
MAIL&CARGO AT STAND	STD-01:00
GATE STAFF PRESENT (OPEN)	STD-01:00
CLEANING	END LATEST STD-00:45
CATERING	END LATEST STD-00:45
CREW PRESENT AT AC	STD-00:50
CONNECT TO GROUP TALK	STD-00:45
WCH/UM/DEPA AT AC DOOR	STD -00:40
BOARDING TO BLUE STRAP	STD -00:40
FUELING	END LATEST STD -00:12
BOARDING TO AIRCRAFT	START STD-00:35    END LATEST STD -00:12
ALL PAX ONBOARD	STD -00:10
ALL RELEASES DONE: PAX/BAG/FUEL	STD -00:10
DOORS CLOSED	STD -00:05
DEPARTURE CHECK COMPLETED	STD -00:03
PUSH-BACK	STD -00:03

**SAS PRIORITIES**

- 1. SAFETY**
- 2. PUNCTUALITY**
- 3. CARE**

**Definition: All turnarounds A330/A350**  
**On flights to Toronto 5 min extra is added to crew check-in time due security search.**

**Punctuality enablers:**  
**Communication** – Group Talk, boarding announcements, speed up announcements onboard  
**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

- RL1** :Awaiting passengers and/or baggage connecting from another flight
- RL2** : Awaiting transfer baggage from another flight
- CC1**: Late acceptance of cargo for commercial reasons
- CA1**: Late acceptance of mail for commercial reasons
- SK**: Commercial/Operational decision by SAS

**PLEASE NOTE THAT TIME FOR DE-ICE IS NOT INCLUDED IN INTERCONT GUIDE**

Following time stamps shall be included in SDI:  
**CB= Cabin boarding**                      **DS= Deice start\***  
**BS= Boarding start**                      **DF= Deice finish\***  
**BC= Boarding closed**  
**DC= Doors closed**  
 \*Stations with de-ice on stand



## 2. TURNAROUND GUIDE A321LR S26 – ARN/CPH/OSL MGT 01:30

PROCESS	START/END STD -XX
RAMP READY FOR ARRIVAL	STD -01:30
AIRCRAFT AT STAND	STD -01:30
BRIDGE&STAIRS POSITIONED	STD-01:28
DEBOARDING	START STD -01:28      END STD -01:13
UNLOADING/LOADING	START STD -01:25      END STD -00:12
<b>CREW BRIEFING START LATEST CPH STD -01:10, OSL STD -01:10, ARN STD -01:15</b>	
<b>FOR DEPARTURE PROCEDURES BELOW, TIMESTAMPS ARE THE SAME FOR ARN/CPH/OSL</b>	
MAIL&CARGO AT STAND	STD-01:00
GATE STAFF PRESENT (OPEN)	STD-01:00
CLEANING	END LATEST STD-00:45
CATERING	END LATEST STD-00:45
CREW PRESENT AT AC	STD-00:50
CONNECT TO GROUP TALK	STD-00:45
WCH/UM/DEPA AT AC DOOR	STD -00:40
BOARDING TO BLUE STRAP	STD -00:40
FUELING	END LATEST STD -00:12
BOARDING TO AIRCRAFT	START STD-00:35      END LATEST STD -00:12
ALL PAX ONBOARD	STD -00:10
ALL RELEASES DONE: PAX/BAG/FUEL	STD -00:10
DOORS CLOSED	STD -00:05
DEPARTURE CHECK COMPLETED	STD -00:03
PUSH-BACK	STD -00:03

### SAS PRIORITIES

1. SAFETY
2. PUNCTUALITY
3. CARE

**Definition:** All turnarounds with A321LR

**Punctuality enablers:**

**Communication** – Group Talk, boarding announcements, speed up announcements onboard

**Equipment** – Aft stairs, loading equip. & service equip. serviceable and connected on time

**Delay=** Delayreason must always be reported including explanation in SDI. Coordinate delay code with the members of the turnaround team.

**Following delay reasons must be approved by OCC and a note "OK OCC" must be included in SDI:**

**RL1** :Awaiting passengers and/or baggage connecting from another flight

**RL2** : Awaiting transfer baggage from another flight

**CC1**: Late acceptance of cargo for commercial reasons

**CA1**: Late acceptance of mail for commercial reasons

**SK**: Commercial/Operational decision by SAS

**PLEASE NOTE THAT TIME FOR DE-ICE IS NOT INCLUDED IN INTERCONT GUIDE**

Following time stamps shall be included in SDI:

**CB= Cabin boarding**

**BS= Boarding start**

**BC= Boarding closed**

**DC= Doors closed**

**DS= Deice start\***

**DF= Deice finish\***

**SU= Start up**

\*Stations with de-ice on stand



# 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](mailto: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](mailto: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](mailto: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 Portal](#)

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