

Section 1 – General Information

Loading Supervisor (Signing the Manual Loading Report)	DCS
Name: Loading DHS contact via Backoffice +49-89-975 90673; muc-ops@dhs.aero , Sita MUCLTXH	Passenger Handling: DHS Altea CM Ramp Clearance : SK Altea FM via VDI Loadcontrol : SK Altea FM by AirDispatch

Section 2 - Flight planning

Deadline	Activities
Latest STD – 24hrs	✓ Check and act on cabin version considering booking figures, station requirement and trim.

Load Types

Baggage	Individual bag weights
Cargo	General Cargo, DGR, Special load Bulk flights : Max.200kg for HEA and max two HEA ATTENTION: No RRY/RRW/RRE allowed on Jettime aircraft!
Mail	Seldom

Station Load planning Guidelines

Aircraft Type	Guidelines
SAS AoC	✓
Wet-leased	
Leased Aircrafts	✓
Minimum Ground Time	30 min ATR, 45 min CRJ 45 min for all other aircraft types

Section 3 – Flight Execution (including Load Control Procedure)

Deadline (STD)	Tasks	Responsible							
-90 min	Send actual Cargo/DGR, AOG-information (NOTOC) to CLC via UWS/NTM	Swissport Cargo MUC							
-75 min	<table border="1"> <tr> <td colspan="2">Release Loading instruction and NOTOC (if availabl.) via email to muc-ops@dhs.aero</td> <td rowspan="3">Insert the phone number of the CLC agent on the LI</td> </tr> <tr> <td>LI 2nd Edition – Inform and reconfirm with DHS backoffice</td> <td></td> </tr> <tr> <td>Weight/balance problem expected – Inform DHS Backoffice</td> <td></td> </tr> </table>	Release Loading instruction and NOTOC (if availabl.) via email to muc-ops@dhs.aero		Insert the phone number of the CLC agent on the LI	LI 2 nd Edition – Inform and reconfirm with DHS backoffice		Weight/balance problem expected – Inform DHS Backoffice		CLC
Release Loading instruction and NOTOC (if availabl.) via email to muc-ops@dhs.aero		Insert the phone number of the CLC agent on the LI							
LI 2 nd Edition – Inform and reconfirm with DHS backoffice									
Weight/balance problem expected – Inform DHS Backoffice									
-45 min	Close of check in	DHS Check In							
-15 min	Fill in and sign the manual Loading Report Inform DHS Backoffice about actual dead load according to Loading Report.	DHS loading supervisor							

-10 min	Perform Fuel release In case of ACARS/Ipad u/s or not available ramp agent can be asked to support for transmitting fuel info to CLC If single cargo piece is loaded >80 – 149 Kg. (SK internal code HER) and this info is <u>not</u> given in advance by Cargo Warehouse for loadplanning please inform CLC. This info has to be shown on LDM.	FD Crew/CLC
-10 min	Close the flight for check-in by finalizing acceptance/updating the correct boarded passengers	DHS Gate Agent
-07 min	Update FM with the information from Ramp Agent and perform Ramp Clearance	DHS Backoffice
-05 min	Loadsheet will be transmitted to ACARS Flight Deck printer and to muc-ops@dhs.aero	CLC
	Deliver NOTOC to Flight Deck (if manual NOTOC only)	DHS loading supervisor
	Flights operating with leased Aircraft, ACARS u/s etc.	Deliver L/S manually to Flight Deck DHS loading supervisor
-05 min	Perform crosscheck of loadsheet contra actual deadload onboard And write “Crosscheck done + signature” on the loading report	DHS loading supervisor
-05 min	Inform the Commander and CLC about number and loading position of DAA bags. DAA info to be included in LDM	DHS loading supervisor via DHS Backoffice
After L/S is released	If the Loadsheet has been issued, the ground staff must consult with the Commander if any load is to be loaded or offloaded before any changes can be made. Ramp Agent or Loading Supervisor then needs to request a reopening of ramp site in Altea FM from the Load Controller assigned to the flight. This is preferably done via Altea FM chat function. After the flight is reopened Ramp Agent/Loading Supervisor shall do their corrections and perform a new finalization. Note: No new Loadsheet will be issued unless requested by the Commander. should the commander request a new Loadsheet, then this needs to be communicated to the Load Controller from the Ramp Agent/Loading Supervisor when the request for the reopening is done. It is up to the Commanders discretion to request a new loadsheet. Ref. AHM 8.2.6	DHS loading supervisor/ CLC DHS loading supervisor
After L/S is released	Add number of DAA in LDM SI-section Fuel Change (if requested by the pilots only) ✓ Inform CLC about changed figures. ✓ Update FM and Perform Fuel-release. ✓ Initiate revised L/S.	DHS loading supervisor Pilot or DHS loading supervisor CLC
Post departure activities	DHS sends DEP MVT with delaycode In case only manual loadsheet is produced station must send LDM/CPM etc to CPHBOSK Any cargo offload must be reported with reason to stations.germany@sas.dk	DHS Backoffice DHS Backoffice

Section 4 – Contact Information

4.1 CLC Air Dispatch

Designation	Telephone Number	Mobile number	Fax Number	E-Mail address	Telex
Duty Manager	Centralized number: +420 221 101 220. After dialing enter valid SK flight number and press #. After that the call will be redirected to the responsible loco	-	+420 224 241 074	sas-CDC@air-dispatch.com	PRGKCSK

4.1.1 SAS Station Supervision

Designation	Telephone number	Fax number	Mobile number	E-mail	Telex
Station Manager	+49 69 690 25273	+49 69 690 59379	+49 151 54316213	fuat.alp@sas.dk	FRAKSK
Duty Station Manager	+49 69 690 25273	+49 69 690 59379	+491716987050	Stations.germany@sas.dk	FRAKSK

4.1.2 Handling Agent

Designation	Telephone number	Fax number	Mobile number	Telex	E-mail address
Loading Supervisor/ Backoffice DHS	+49 89 975 90673			MUCLTXH	muc-ops@dhs.aero
DHS Psgr Handling	+49 89 975 90670			MUCLTXH	muc@dhs.aero
Swissport Cargo	+49 89 975 94220	+49 89 975 94226		MUCCS8X	muc.cargo@swissport.com

5 SAS Fallback Procedure

Section 5 –Contingency Plans

5.1 Altéa system disruption at station

CLC will perform the three releases based on the SAS Standard fallback slip and Loading Report		
Ramp clearance	Station	↔ Call CLC
	CLC	↔ Perform Ramp Clearance
Acceptance Finalized	Station	↔ Send signed Fallback slip
	CLC	↔ Update the system with passenger figures.
Fuel Release	Station	↔ pilots to contact CLC
	CLC	↔ Perform fuel release
Filing	Station	↔ File all documents for the flight

5.2 Altéa system disruption at CLC

All Aircrafts <u>except</u> A330	↔ Pilot Load Planning & Loadsheet
Note: Post departure messages (incl LMC) must be transmitted by station MUC	

5.3 SAS Standard Fallback slip



Fallback Slip