



Ground Handling Procedure Alert

Effective date: 15MAY2026

GROUND HANDLING ALERT #11 – INTRODUCING SELF-SERVICE REPORTING OF DAMAGED BAG AND DOLFI1920 BAGGAGE PARTNER

As of May 15th 2026, we launch the option for passengers to create their damage baggage report via our self-service tool via www.flysas.com/wt

It is on the same platform we have today for creating delayed baggage files.

The passenger starts the process by typing in their baggage tag number and their surname. Then their personal data and flight data will be prepopulated.

Passenger must then upload 9 mandatory photos of their baggage to be able to file the report. The system will inform which motif the photo should show.

Please urge the passengers to use their mobile phone to create the report, as they then can use the camera of their phone for directly uploading the photos. This will make the process a lot easier.

If files are created at the front desk by an agent, it is also possible to upload photos into the file by using “manage my report” via www.flysas.com/wt - please instruct your baggage service agents to guide the passengers.

The passengers can file a damaged baggage report online within 72 hours of flight's arrival. If more than 72 hours have passed since the arrival, the passenger has to contact the arrival airport arrival/baggage service within 7 days from arrival to file a report.

SAS

Dolfi1920

Dolfi is our new baggage supplier taking over from Baggage Support.

They are a very well-known name within the industry with many years of experience and are handling several other major airlines.

With the introduction of Dolfi we also expand the area of which they can send new baggage to, so all passengers with permanent residence in **EU, Norway, UK and Switzerland** can now get help with repair or replacement with Dolfi. All other cases have to contact SAS Customer Care as usual. The contact information on the PIR and information letter will be updated as of May 15th.

The passengers should contact Dolfi via www.dolfi1920.de and use their PIR reference number. When registering their case, Dolfi will automatically check in WorldTracer if there are photos in the Damage PIR – if not, the passenger will be prompted to upload the photos of the damaged bag.

Watch a short presentation of Dolfi here:

<https://www.youtube.com/watch?v=Ucdorbzku24>.

Best regards,

Peter Stenqvist/STOQA-D