

GROUND HANDLING BULLETIN



OCT2024

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PROCEDURE

E195 GPU Attachment Installation Finalized

I just wanted to let everyone know that all our aircrafts are now modified with the previously mentioned and much requested GPU hook attachment.



The instruction for connecting external power has also been changed in the E195 manual, it now looks like this.

- 1 Make sure the GPU is switched off electrically.
- 2 Inspect the external power cable and cable connector for damage.
- 3 When the aircraft has come to a complete stop:
 - Open the external power access door
 - Inspect the receptacle for damage.
 - Connect the snap hook of the cable holding strap to the fitting on the aircraft structure.
 - Connect the external power cable connector to the external power receptacle.
 - Make sure the cable connector is fully engaged.
- 4 Switch on the GPU electrically and check that the “AVAIL” light-indicator in the Ground Service Switch [1] comes on.

If you find an E195, where the hook and strap is not correctly attached, please attach it, and report the finding in the occurrence reporting system.

This is to help remind colleagues regarding the correct procedure.

Thank You.

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Weight Check: An Explanation

Introduction

When a significant weight or loading discrepancy is noticed by either the flight crew or the ground crew, a Weight Check (also referred to as the Scaling Process in IGOM 4.5.4.1) must be performed. This process provides crucial information for the subsequent investigation to determine what went wrong and how to prevent it from happening again. In these situations, the results from the Weight Check are often key to identifying the correct root cause.

Although this is not a frequent occurrence, it is essential that when a Weight Check is requested, all involved staff are familiar with the procedure and understand what to do. We are aware that the baggage delivery for the flight in question may be delayed, but this is a consequence we are willing to accept in such circumstances.

How to Perform a Weight Check

The goal of the Weight Check is to document the weight and loading position of each commodity and/or ULD onboard the aircraft.

- **Weigh all commodities separately** (for each compartment), even if they are loaded in the same compartment, to determine whether the discrepancy originated from baggage, mail, or cargo.
- **For baggage, both the weight and the number of pieces must be accounted for.**
- **Pay close attention to the position of separation nets and the locks of ULDs.**
- **For ULD flights, it is crucial to document which ULD was positioned in each location.**
- **Write a report that includes the results of the Weight Check.**

This information can be found in respective Aircraft Handling Manual in chapter 8.2.3. Thank you for helping make SAS a safer airline!

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PASSENGER HANDLING

PROCEDURE

Hunting Season Transport of Weapon and AVIH

The hunting season has started, and many hunters are traveling especially to the Scandinavian and Baltic destinations with both Weapons and Live Animals (AVIH). We would like to stress the importance of checking if the destinations require special procedures.

The following apply:

- Check the SPM 5.3 and 5.2, regarding transport of Weapons and AVIH and follow the procedures.
- If required, send applicable telex for transport of weapons. You find the templates in Altéa CM.
- Always check the customs rules in Timatic, so the passenger gets correct information when checking in Weapons and Live Animals.
- Remember to fill out SAS Form 1552:000 "Certificate for transportation of Animals".

Important information regarding Firearms and AVIH to/ from Sweden:

Firearms and AVIH to Sweden:

- Passengers traveling with sporting Weapons and Live Animals to Sweden and onwards within Sweden, must always declare it with customs at the first point of arrival in Sweden, even though other baggage (e.g., bags, skis etc.) is cleared at the final destination.
- Baggage containing Firearm parts and AVIH to Sweden must only be tagged to first destination in Sweden (**In most cases ARN**).
- The check-in staff must inform passengers regarding the custom rules for weapon and AVIH..

Firearms from Sweden:

- Passengers traveling with sporting Weapons **from a line station** in Sweden via ARN, must always declare the weapon with customs at ARN, even though other baggage (e.g. bags, skis etc.) is cleared at the final destination.
- Baggage containing Firearm parts via ARN **must only be tagged to ARN**.
- The check-in staff must inform passengers regarding the custom rules for weapon.

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WorldTracer News

SAS has decided to stop using Automated SMS for updates about their delayed baggage. It is still possible to choose update by automated e-mail.

This is because we are paying per SMS we send and in that way we can save costs.

Note: *It is still possible for agents to send manual SMS to the passengers.*

As a part of the new Self Service Tool, the passengers now have the option to update their files delayed baggage files with contents, to help us search for their delayed baggage. If e-mail is updated in their file and under Automated Messages is updated to "Receive email", they will receive an e-mail with advise to update the file with contents.



Here is an example of the email send automatically to the passenger regarding update of the contents:

Dear Customer

This message is system generated automatically.

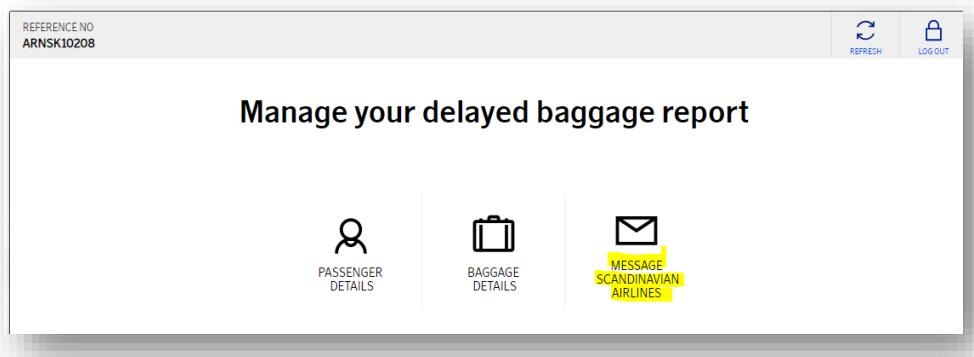
Please do not reply to this e-mail.

FROM SK FILE REF ARNSK10203 To help locate your item faster. Please complete the inventory form.

For details visit our website and view your file or call the airline.

Attached photos or documents:

Passengers now also have the option to attach a photo or document when contacting via the "Manage My file" menu:



Message Scandinavian Airlines

Contact us

Arlanda Baggage Service - Terminal 5
Opening hours: 0500-2400 daily Phone:1234566778

Send us a message

All messages sent using the form below will be attached to your Delayed Baggage Report.

Your message

|

Add attachments (Up to 10)



[Add attachment](#)

[SEND MESSAGE](#)

The message will show up in WorldTracer Desktop in the Action File under EC area. And in the files, the attachments can be see under "history" and email:

File Details :

History

SMS

1. 24SEP/1017GMT /SK /2406277/FROM AUTO SMS/CP 380-503009
ARNSK85646 - Tag Number LO682225 - Subject to Conditions
- Your item is located and is being sent to the delivery
airport. SK1422/24SEP
2. 25SEP/0440GMT /SK /2568393/FROM AUTO SMS/CP 380-503009
ARNSK85646 - Delivery Info: No of Items: 1 Courier: BRING NORM

Email

1. WM PXF HDQSKEC 24SEP24/0728GMT
AHL ARNSK85646
AG GUEST
.HDQ
Baggage tag
There were 1 attachment(s) added.
2. WM PXF HDQSKEC 24SEP24/0728GMT
AHL ARNSK85646
AG GUEST
.HDQ
Type: Baggage tag. Filename: image.jpg. Click here: [link](#)

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Procedure regarding Skiplagging

Background

It is known that some customers buy tickets to other destinations than the intended destinations, through a connecting airport, and then abort the journey at the connecting airport. This travel behavior is referred to as "skiplagging".

An example of skiplagging is when the passenger has a ticket between Malaga to Stockholm via Copenhagen but intends to travel only from Malaga to Copenhagen. The flight between Copenhagen to Stockholm will then be skipped.

Skiplagging is strictly prohibited, fraudulent and has a negative economic impact on SAS. It results in loss of revenue due to no-show and it may cause flight delay on the flight not to be flown by the passenger.

For further information please see Conditions of Carriage | SAS article 4.5 (Flysas.com)

Procedure at the airport

The below procedure applies from 01OCT2024.

Note: *This procedure is not applicable for wholly domestic travel within Denmark, Norway, or Sweden.*

Skiplagging detected before travel commencement

- 1 Deny check-in or boarding. Inform the customer that this travel behavior goes against SAS Conditions of Carriage, article 4.5 and that it is strictly prohibited.

Note: *In case of risk of delaying the flight, boarding shall be allowed.*

- 2 Inform the customer that a new correct ticket for the intended flight(s) is needed.
 - If the ticket was issued by SAS, refer to SAS Service Point or SAS Call Center for assistance with issuing a new ticket or, if the fare rule allows, with reissuing the ticket. You will find information about how to issue/reissue the ticket further down in this procedure.
 - If the ticket was issued by a travel agent, refer to the travel agent. Note that SAS can assist with issuing a new ticket but not with reissuing the ticket.

The customer has the possibility to request a refund of the ticket, in accordance with the applicable fare rule. In case of a non-refundable fare, only refundable taxes and fees will be refunded.

- 3 If you have access to the PNR, add the following remark with referral to the first departure flight number. Example:

RM SKIPLAGGING SK584/01OCT24 AGPCPHARN

If you do not have access to the PNR, contact SAS Service Point or another function for assistance with adding the remark in the PNR.

- 4 Report the incident to STONN-Q. You can either send an email with the PNR number and a short description to ra.revenueintegrity@sas.se or place the PNR on queue by adding the following input: QE/STOSK0612/5.

Skipplagging detected after travel commencement

- 1 Inform the customer that the travel behavior goes against SAS Conditions of Carriage, article 4.5 and that it is strictly prohibited.
- 2 If you have access to the PNR, add the following remark with referral to the first departure flight number. Example:

RM SKIPLAGGING SK584/01OCT24 AGPCPHARN

If you do not have access to the PNR, contact SAS Service Point or another function for assistance with adding the remark in the PNR.

- 3 Report the incident to STONN-Q. You can either send an email with the PNR number and a short description to ra.revenueintegrity@sas.se or place the PNR on queue by adding the following input: QE/STOSK0612/5.

Note: *There is no need to report flights with many no-shows due to skipplagging.*

Issuing/reissuing a ticket for the intended flight(s)

Non-changeable ticket (Origin & Destination change is not allowed):

- 1 Offer to make a new booking in a new PNR using today's availability, and cross refer PNR to original PNR. Example: RM SKIPLAGGING – PNR Q59KK

If no seats are available for travel on the same flight as the original booking – free sell and charge the highest booking class in the original service class.

- 2 Issue the ticket.
- 3 If the customer's original booking is a SAS booking - cancel the flight segments not to be used from the original PNR. If the customer has a round-trip ticket and wants to use the full return from the original ticket, that is allowed.

If the customer's original booking is a travel agent booking, refer to the travel agent

to have the segments not to be used cancelled from the original PNR. Note that it is *not* allowed to cancel any segments in a travel agent booking.

- 4 If not already added in the original PNR, add the following remark with referral to the first departure flight number. Example: **RM SKIPLAGGING SK584/01OCT24 AGPCPHARN**

Changeable ticket (Origin & Destination change is allowed):

- 1 Make sure the original booking is a SAS booking. If it is a travel agent's booking – refer to the travel agent.
- 2 Offer to rebook to the correct and intended flight(s) in the original PNR. Cancel the flight segments not to be used.

If no seats are available for travel on the same flight as the original booking – free sell and charge the highest booking class in the original service class.

- 3 Reissue the ticket and collect any applicable change fee. Remember that the new fare can be either lower or higher than the fare of the original ticket.
- 4 If not already added in the original PNR, add the following remark with referral to the first departure flight number. Example: **RM SKIPLAGGING SK584/01OCT24 AGPCPHARN**

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INFORMATION

Removing SMS in IRR Delay Flow for SAS App Users

Cost of SMS has increased, and we need to make smart decisions on when sending notifications and utilize the right channel in every situation. Currently both email, SMS and app notifications are sent for IRR Delay messages simultaneously which lead to many notifications to our travelers. Therefor it has been decided to remove the IRR Delay SMS for all passengers who is an active SAS App user. Basically, if traveler is an active SAS user we will no longer send SMS as they will receive an email and app notification.

When is this being implemented? We are aiming to have this in place by mid/end of October 2025, but no exact date is confirmed yet.

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SAS Dress Code

Applies for SAS Group staff/retirees/dependents and OAL (Other Airline) Staff/Retirees/Dependents traveling on SK.

SAS leadership trust colleagues and other ID Travel beneficiaries (Retirees, Family Members, Travel Partners) to;

Apply common sense when it comes to appropriate attire for travel on ID tickets; To respect the image of SAS; To show consideration towards our Commercial travelers.

Attire includes clothing, head- and footwear.

For travel in all Service Classes, **smart casual attire** and **well-groomed appearance** is required.

Note: *In case of, for example an upgrade upon departure becomes a necessity, this will be a factor in gate staffs handling.*

In any Service Class, avoid:

- Unclean and untidy attire
- Overly revealing or sheer clothing, including bare midriffs
- Jeans with cut off/frayed hems or holes (clothing brand irrespective)
- Beach clothing (e.g., throws, swim wear, flip-flops)
- Clothing with provocative/offensive wording or graphics
- Sportswear (track/field/court attire)

On long haul flights, it is acceptable to discreetly change into convenient and comfortable attire after takeoff. ([However, the list above including what to avoid still applicable](#)).

Children are of course subject to a more relaxed dress code. Again, common sense prevails. Attire must be clean top to toe.

This Dress Code applies on all SK and SK designated wet lease provider flights.

Colleagues at our stations have the final decision on downgrade, upgrade, or refusal of boarding, if any ID travelers are not dressed in line with our policy. They will of course always engage respectfully and offer proper advice on our prevailing dress code.

Connection to other airlines

When you travel on SK and connect to an OAL flight, keep in mind that Dress Codes vary. So for a successful ID Travel trip, do remember to check what applies on other airlines. You can check the Dress Code of any relevant airline in myIDTravel > ID Agreements or on www.flyzed.info

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ABOUT GROUND HANDLING BULLETIN

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

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

You can also find Ground Handling Bulletins that are applicable to you on [SASINTRA](#) and on [SAS Partner Portal](#)

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