

Frequently Asked Question – Booking



| Question | Answer |
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| Can I share my Booking templates with my colleague? | Yes, all your saved templates will be accessible for all your colleague |
| Do I need a Air Waybill stock to make an online booking? | No, we will issue a neutral Air Waybill from SAS Cargo stock. Leave the Air Waybill field blank and the Air Waybill number will appear on Booking page 4-Confirmation. |
| How many days ahead can I make a booking? | You can book up to 30 days ahead. |
| e-AWB is greyed out - why? | e-AWB is only applicable if you have received an Activation Notice from SAS Cargo. |
| e-Freight is greyed out - why? | e-Freight is only applicable if you have received an Activation Notice from SAS Cargo. |
| Can I change my notification for a specific booking? | Yes, click the yellow envelope and change your registration settings for this booking |
| Why is some of the prices blue? | The blue color indicates if a special rate or allotment is available. |
| Is the booking confirmed when the Booking Portal indicates it on Booking page 4? Or should I call you to be sure? | The Booking portal is accurate and is communicating with the same system our Customer Support Center's employees are using. |
| Can I see my colleagues bookings somewhere? | Yes, go to Booking and select Booking Status. Here you will be able to see your branch bookings and who made the bookings. |
| If my booking is not confirmed but queued should I call your Customer Support Center? | No, as soon as the booking has been handled by SAS Cargo and confirmed, the status will change on the portal and you will at the same time receive a confirmation email. |
| If my booking is not confirmed, how long will the response time from SAS Cargo typically be? | The response time is 60 minutes for GEN/BUD and 15 minutes for PAA |
| There is no Special Handling Code - why? | You have to choose a product first then you can select a Special Handling code. |
| Is it possible to make a split booking on the Booking Portal? | No, it is not possible to split bookings on Portal. You need to contact Customer Support Center. |
| Is it possible to change an existing booking on the Booking Portal? | Yes, you can do so by retrieving AWB from Booking and Create/Modify Booking. You can also find your booking in Booking Status and use the Change button. However if a booking has been changed by SAS Cargo for operational reasons, you are not able to change the Booking via the portal. In this case please contact Customer Support Center. |
| Is it possible to cancel/delete a booking on the Booking Portal? | Yes, you can only cancel bookings from retrieving the booking in Booking Status page and use the Cancel Booking button. |
| Can I exceed my allotment booking on the Booking Portal? | You can always book a shipment that exceeds your allotment. No maximum is applied but bookings will always go on queue if it is not within tolerances for the allotment. |
| What is the booking tolerance for allotment bookings? | Tolerances can be set differently for each allotment. However most allotments do not have any tolerances at this time. |

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| Where can I find an overview of all my allotments? | Go to Booking and then select Allotment Status. |
| Where can I see remaining weight/volume on my allotments? | Go to booking and then select Allotment Status. From here you have several different filters to filter your allotments. Once found click the + symbol and you are able to release or create new bookings for each allotment. |
| Will I receive a confirmation when I have made an online booking? | Depends on your settings in "My Profile". However all bookings will be sent to your main company email address. |
| Can I book all products on the Booking Portal? | Yes, all products are available on the Portal. |
| How do I enter UN numbers? | Please enter all DGR info in Booking Remarks on Booking page 1.. |
| How do I know what SPL codes to use for a specific UN number and class? | Please use the description text in SPL code drop down to help you find the class of your DGR booking. You can also find the corresponding SPL code for each Class in DGR IATA TACT book. A list with description help text can be downloaded here |
| How do I insert dimensions for the entire consignment? | Whenever activating the volume field on Booking page 1 a dimensions calculator is presented. Please insert all dimension and click calculate. If you do not have all dimensions available at time of booking please insert the dimensions in the Booking remarks. |
| Why are contracts rates not always available? | For larger, regular traffics, some customers have negotiated contract rates which are not tied to allotments nor any specific flights nor weekdays. When capacity is restricted, we will still offer capacity for SAS General Cargo, but at a rate that might be higher than the contract rate. This provides a more reasonable alternative to upgrading to SAS Priority Cargo, when a SAS General Cargo service is sufficient. We also suggest you to evaluate whether an adjacent departure day is a preferable alternative. |
| Why is it important to update bookings with final changes? | SAS Cargo's rate structure allows you to select the best offer on our Booking Portal, up to 30 days ahead for the selected quantity, product and routing. When the booking is confirmed, subsequent changes to the booked weight and/or volume may result in a recalculation of the applicable rates and weight charge. In instances of smaller changes (< 10%) this will not affect the rate previously confirmed. We urge you to be as precise as possible in your initial bookings. |
| Why is my requested routing not always available? | Our Customer Service Center is now geared to proposing the best possible routing at the best available price, when you call your bookings in. In most instances, Customer Service will be able to confirm capacity and price during the call, thus avoiding the need for a return call. In some cases, the proposed routing may differ from what you expected due to capacity constraints. The availability and price information given by Customer Service is identical to the information you yourself can see in our new Booking Portal. |

