


AIRPORT OPERATIONS STATIONERY

AW ITEMS



SOUTH AFRICAN AIRWAYS

	AIRPORT OPERATIONS STATIONERY		
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Document Control

Document Information

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Preamble

This document is intended to assist Airport Operations in ordering and using the correct stationery in processing customers and baggage.

NOTE:

Any problems with Technical Specifications should be addressed with the Manager Airport Procedures and Support Services, South African Airways, OR Tambo International Airport.

Record of Revision

Version Number	Revision Number	Date of Issue	Author
1	0	01 Dec 2015	Izanne Kotze
1	1	21 Apr 2016	Izanne Kotze

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CHAPTER 1: PRE-PRINTED BAGGAGE LABELS

FIREARM LABEL (AW441)

1. Firearm Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

Full colour both sides.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 100 labels.

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HOT BAGGAGE LABEL (AW178)

1. Hot Baggage Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.


3. Colours and Fonts

Printed in full colour both sides.

4. Removable Stubs

None

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5. Adhesives

None

6. Barcode

None

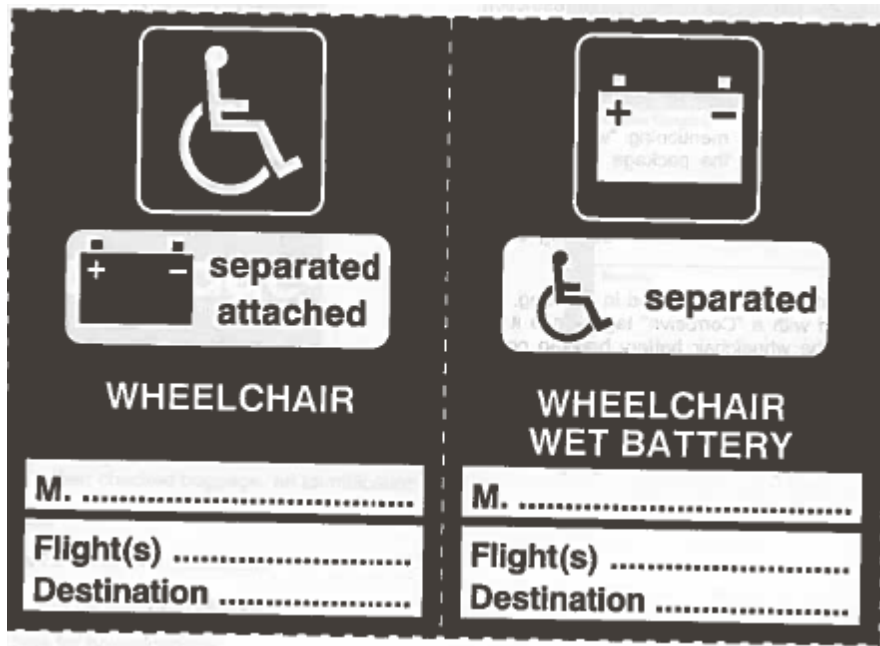
7. Packaging

Packets of 250 labels.

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WHEELCHAIR BATTERY LABEL (AW703)

1. Wheelchair Label Presentation



One tag consisting of two removable portions.


- Wheelchair bag label
- Wheelchair wet battery label

2. Purpose

To assist with the handling of wheelchairs and mobility aids with batteries, illustration shows an example of a label which may be used to assist in identifying whether or not a wheelchair has had a battery removed. In the particular case where the battery is separated from the wheelchair, part B may be used to assist in identifying the battery and also in reconciling the battery and it's wheelchair.

3. Material

- 135gsm Sappi Duluza plus Matt.
- Combination of functionality and quality.
- Print in one colour CMYK process.
- String type with reinforced eyelet on part A and part B
- String shall be elasticised string with a minimum breaking strength of seven (7)

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kilograms. The eyelet hole shall also have a minimum breaking strength of seven (7) kilograms.

4. Colours and Fonts

The label must be printed in white on blue paper or vice versa. Use the SAA corporate blue.

a. Star Alliance Logo

Symbol Prints:

Light Grey: 20% Black

Middle Grey: 50% Black

Dark Grey: 80% Black

Logotype prints: White

Background square: 100% Black

b. SAA Logo

As per SAA corporate white logo uses.

c. Text

Font: Helvetica Neue Light Extended


Colour: White and Blue

Tracking: +100 (Illustrator)/+20(InDesign)

5. Packaging

Packets of 250 labels.

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WHEELCHAIR LABEL (AW656)

1. Wheelchair Label Dimensions

Position all type and graphic elements as shown.

The label length: 155 mm

Width: 58 mm



Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

Printed in full colour both sides.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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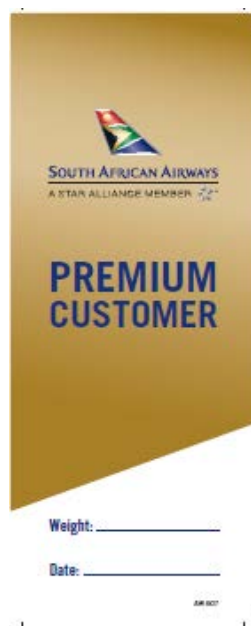
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PREMIUM CABIN BAGGAGE LABEL (AW 607)

1. Premium Cabin Baggage Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Triple Green Print, Gloss, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

3. Colours and Fonts

Full colour both sides.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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CABIN BAGGAGE LABEL (AW627 and 628)

1. Cabin Baggage Label Dimensions (AW628)

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Roll format dimensions: 35mm x 255mm

Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm for the label. The roll is printed on matt paper.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

Full colour both sides.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels. 250 labels per roll,

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GROUP BAGGAGE LABEL (AW609 AND AW610)

1. Group Baggage Label Dimensions

The label length: 155 mm

Width: 58 mm

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple green print, matt white, 230gsm.

3. Colours and Fonts


Printed in full colour, both sides.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

AW609 main colour is blue

AW610 main colour is gold

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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UNACCOMPANIED MINOR BAGGAGE LABEL (AW616)

1. UM Baggage Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Triple Green Print, Matt White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

3. Colours and Fonts

Printed in full colour both sides.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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HEAVY BAGGAGE LABEL (AW655)

1. Heavy Baggage Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

3. Colours and Fonts


The stock for the tag will be orange.

Imprints shall be black except for the logo. The SAA logo shall be black only.

4. Removable Stubs

None

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5. Adhesives

None


6. Barcode

None

7. Packaging

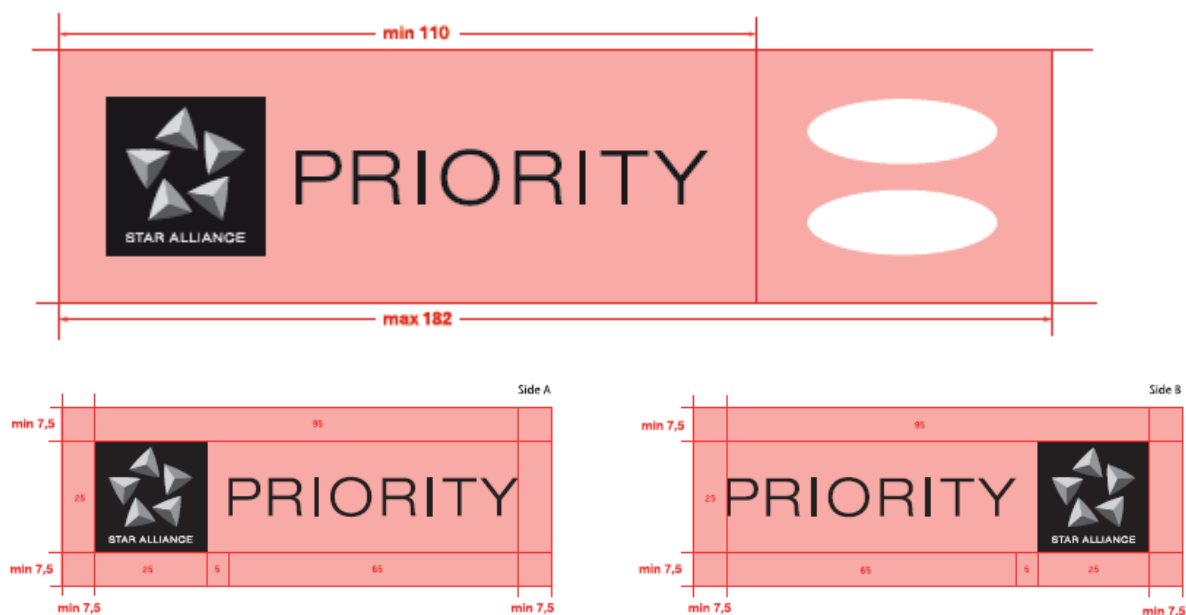
Packets of 200 labels.

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PRIORITY BAGGAGE LABEL (AW701)

1. Priority Bag Dimensions



Width: 40 mm

Length: 160 mm

2. Colour

Colour of the Priority Tag: Pantone 805 C, double hit. If Pantone colours are not available another fluorescent / day-glow red can be used but only if it similar to the Pantone red as specified above. Colour to be signed off.

3. Material

Paper with tear resistant coating (e. g. Mylar®) on both sides and tear-resistant material between two layers of paper.

Weight 240 gm, matte


4. Colours and Fonts

a. Star Alliance Logo

Symbol Prints:

Light Grey: 20% Black

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Middle Grey: 50% Black

Dark Grey: 80% Black

Logotype prints: White

Background square: 100% Black

b. SAA Logo

As per SAA corporate black and white logo uses.

c. Priority Text

Font: Helvetica Neue Light Extended

Colour: 100 Black


Tracking: +100 (Illustrator)/+20(InDesign)



5. Packaging

Packets of 250 labels.

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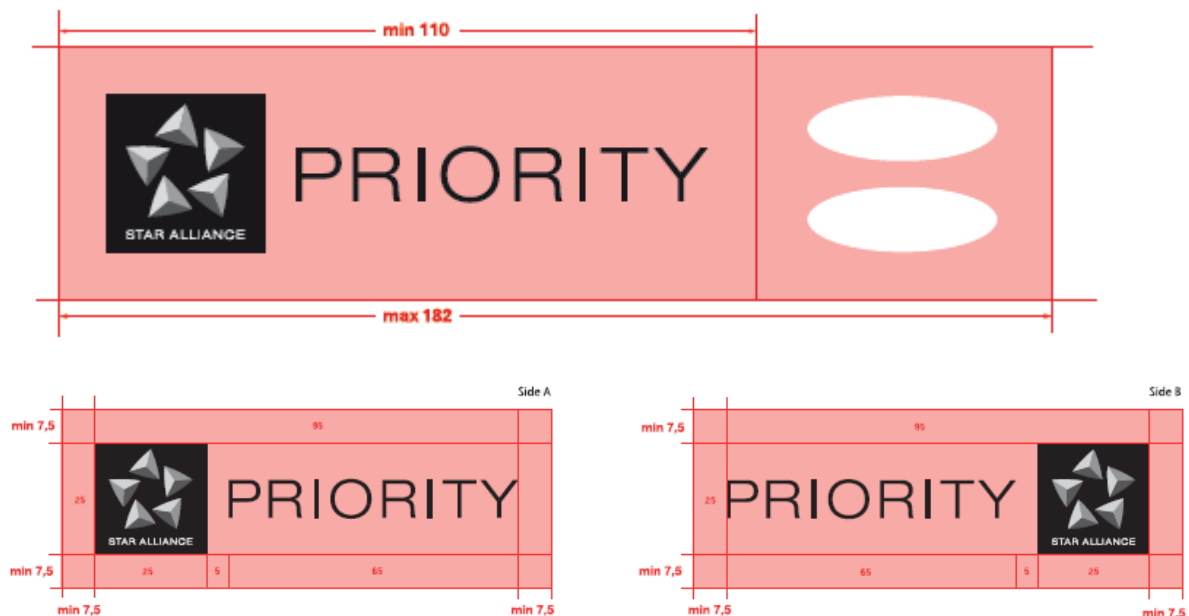
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TRANSFER BAGGAGE LABEL (AW702)

1. Priority Bag Dimensions




Dimensions and layout as per the Priority Tag.



Width: 40 mm

Length: 160 mm

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2. Colour

Colour of the Priority Tag: Pantone 348 cmyk, 100c, 100y, 22k. Colour to be signed off.

3. Material

Paper with tear resistant coating (e. g. Mylar®) on both sides and tear-resistant material between two layers of paper.

Weight 240 gm, matte

4. Colours and Fonts

a. Star Alliance Logo

Symbol Prints:

Light Grey: 20% Black

Middle Grey: 50% Black

Dark Grey: 80% Black

Logotype prints: White

Background square: 100% Black

b. SAA Logo

As per SAA corporate black and white logo uses.

c. Transfer Text

Font: Helvetica Neue Light Extended


Colour: 100 Black

Tracking: +100 (Illustrator)/+20(InDesign)

5. Packaging

Packets of 250 labels.

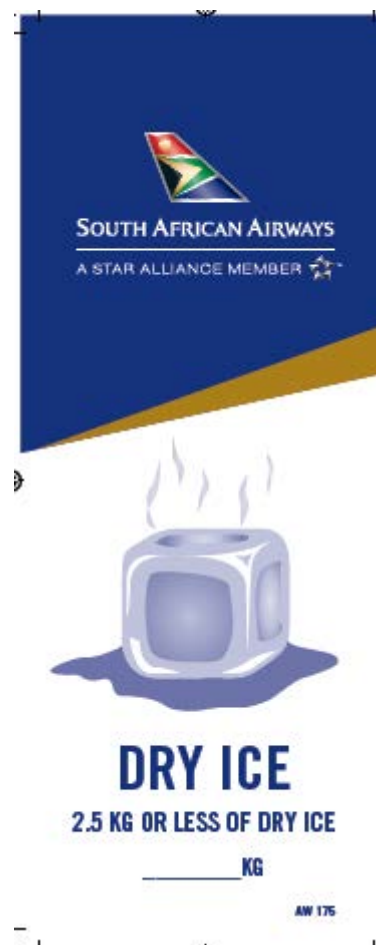
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DRY ICE LABEL (AW175)

1. Dry Ice Label Dimensions

Position all type and graphic elements as shown.



Flat size: 155mm (h) x 58mm (w)

Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Matt, White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

Printed in full colour one side only.

Wording of DRY ICE must be on the label as well as " 2.5kg or less of dry ice"

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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CHAPTER 2: INTERACTIVE BAGGAGE LABELS

INTERLINE BAGGAGE LABEL (AW78)




0083 SA237058





SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER

To


Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	



SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER


0083 SA237056



SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER

AW 78  03.06

0083 SA237056



Baggage Identification Tag Only

0083 SA237058




SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER

To


Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	
Airline	Vol / Flight
Via	

1. Interline Baggage Label Dimensions

Open: 380 x 50.8mm

Claim Tag: 180 x 50.8mm

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2. Colour and Printing

Part 1. Tag Front: 1 Colour

Part 2. Tag Reverse: None

Part 1. Claim Tag front: 1 Colour

Part 2. Claim Tag reverse: None

3. Material

Tear Resistant Material

4. Additional Information

Face of Part 1: slit to form removable 35mm stub

5. Silicon & Adhesive

Part 1: Silicon strip on reverse, size 50mm x 80mm commencing 90mm from end of tag.
Self-adhesive portion size 50mm x 70mm commencing 10mm from the end of tag

Part 2: Silicon strip on reverse, size 50mm x 85mm commencing 5mm from end of tag.
Self-adhesive portion size 50mm x 60mm commencing 100mm from the end of tag

6. Numbering & Barcoding

Tag Front: 1 x numbered & 4 x barcoded

Claim Tag Front: 1 x numbered & 1 x barcoded


BC. 1st digit 0 / 3 - digit code 083 / 2 - letter code SA

Numbering: 0083 SA TBC - 0083 SA TBC

7. Packaging

2000 pcs per box.

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THERMAL BAGGAGE TAGS FAN FOLDED (AW78-1)

1. Thermal Bag Tags Fan Folded – AW78-1 Dimensions

Overall Size: 52.8mm x 20.25

Face Label - 50.80mm x 514.35 (20 1/4")

2. Colour and Printing

- Face Printed - One colour (Blue) only.
- Reverse Printed - Black only on 67gsm silicone material.
- Face Cut 62mm from label head to form passenger claim stub
- Face cut 15mm, 30mm & 45mm from foot to form 3 x 15mm locator stubs.
- Reverse Perforated twice on reverse. One for claim stub and one for peel back position.
- Inter Tag Punching - Hole punched on perforation between tags to form 2 sensor holes, positioned 3 1/6" from each edge.
- **Tags to otherwise be produced in accordance with IATA Resolution 740.**

3. Material


White Syntag with Thermal Coated face with protective coated face with polypropylene reinforcing liner and self-adhesive reverse.

4. Packaging

Inner Boxing – 600 fan-folded tags per box

Outer Boxing – 1 box of 2,400 tags containing 4 x inner boxes.

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THERMAL BAG TAGS ROLLS (AW78-2)

1. Thermal Baggage Tags – AW78-2 Dimensions

Overall Size: 52.8mm x 20.25

Face Label - 50.80mm x 514.35 (20 1/4")

2. Colour and Printing

Face Printed - One colour (Blue) only.

Reverse Printed - Black only on 67gsm silicone material.

Face Cut 62mm from label head to form passenger claim stub

Face cut 15mm, 30mm & 45mm from foot to form 3 x 15mm locator stubs.

Reverse Perforated twice on reverse. One for claim stub and one for peel back position.

Inter Tag Punching - Hole punched on perforation between tags to form 2 sensor holes, positioned 3 1/6" from each edge.

Tags to otherwise be produced in accordance with IATA Resolution 740

3. Material

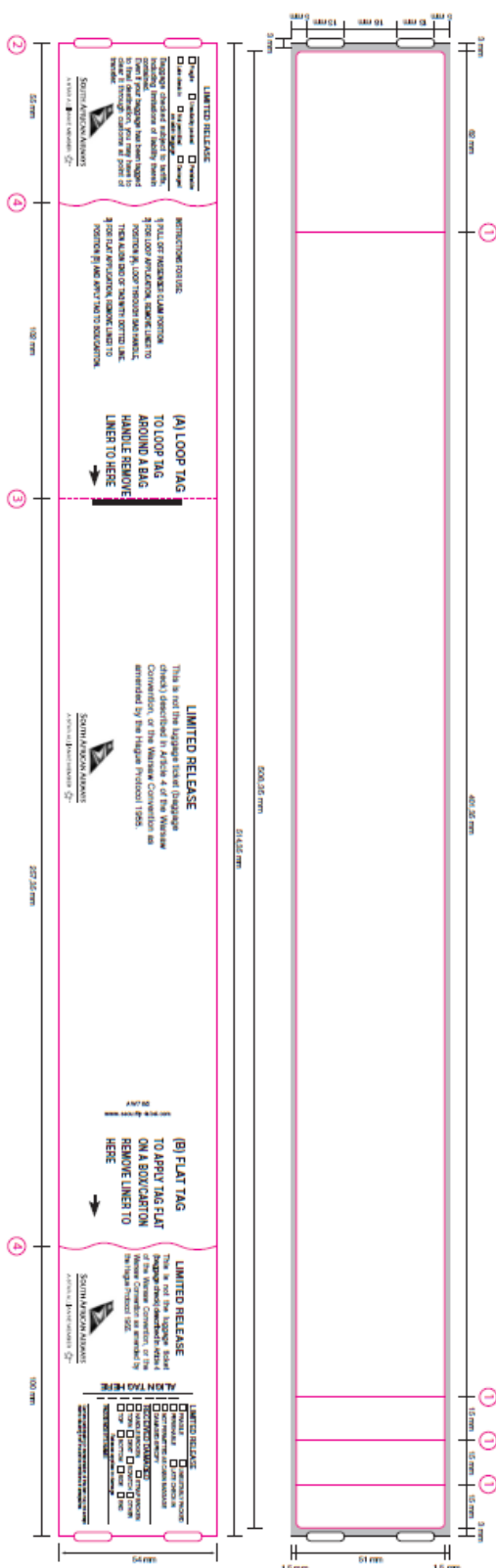
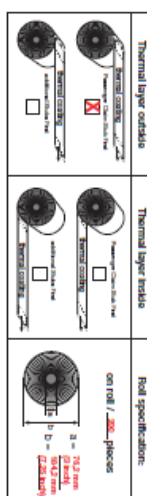
Material - White Syntag with Thermal Coated face with protective coated face with Polypropylene reinforcing liner and self-adhesive reverse.

4. Packaging

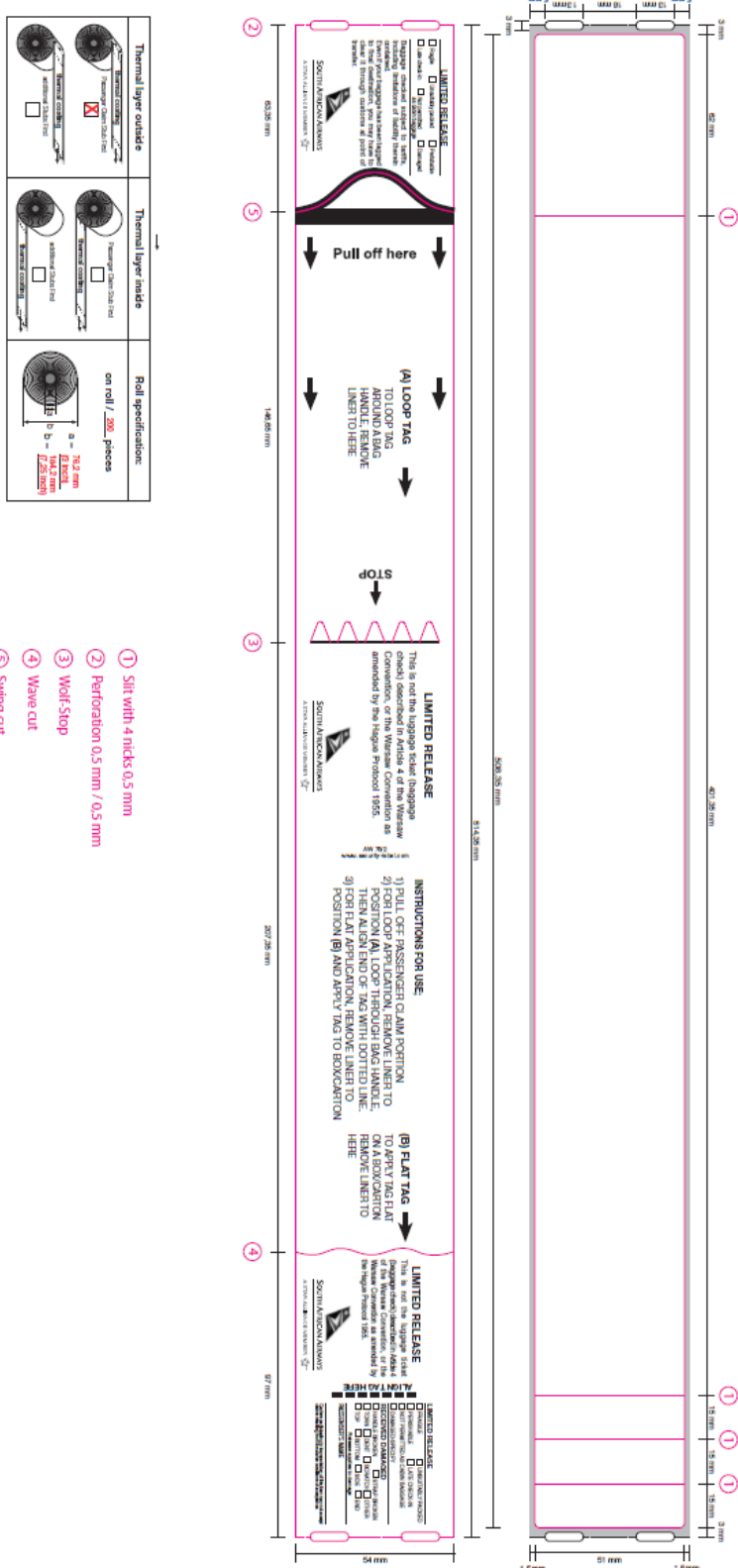
Inner Boxing – 180 tags per roll – each roll to be protected by packaging within a clear plastic bag.

Outer Boxing – 10 reels of 160 tags = 1,600 tags per box.


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South African Airways - Thermal Baggage Tag - 20 1/4 inch - Type B



- ① Silt with 4 nicks 0.5 mm
- ② Perforation 0.5 mm / 0.5 mm
- ③ Wolf-Stop
- ④ Wave cut
- ⑤ Swing cut

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NAME AND ADDRESS LABEL (AW325)

5. Name and Address Label Dimensions

Position all type and graphic elements as shown.



The illustration shows two identical South African Airways Name and Address Labels (AW325) stacked vertically. Each label features the airline's logo and 'A STAR ALLIANCE MEMBER' text at the top. Below this is a white rectangular form with four labeled fields: NAME, ADDRESS, TEL, and EMAIL, each followed by a horizontal line for text entry. Underneath the form, the text 'VALUABLES TO BE CARRIED IN CABIN BAGGAGE' is printed. The bottom label also includes the code 'AW325' in the bottom right corner.

The label length: 152 mm

Width: 100 mm


The self-adhesive label must be Kiss cut to allow two labels on the sheet with individual dimensions:

67mm x 100mm

Note:

The illustration on this page should not be used for reproduction purposes.

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6. Material Specifications

Matt paper.

7. Colours and Fonts

Printed in full colour

8. Removable Stubs

None

9. Adhesives

The entire label is self-adhesive with a backing paper to protect against dust and dirt.


10.Barcode

None

11.Packaging

500 (2 to view) per packet.

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LIMITED RELEASE TAG AW632








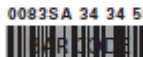

1. Dimensions

Flat size: 215mm (h) x 76mm (w)

Position all type and graphic elements as shown.

<p>LIMITED RELEASE</p> <p></p> <p>SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER </p> <p>BAR CODE</p> <p>0083SA 34 34 59</p> <table border="0"> <tr> <td><input type="checkbox"/> Fragile or inadequate Packing</td> <td><input type="checkbox"/> Lack of Name Label</td> <td><input type="checkbox"/> Received Damaged</td> </tr> <tr> <td><input type="checkbox"/> Late check-in</td> <td><input type="checkbox"/> Perishable</td> <td>Specify </td> </tr> <tr> <td><input type="checkbox"/> Not admissible in cabin</td> <td><input type="checkbox"/> Pax Removed Valuables</td> <td><input type="checkbox"/> Size</td> </tr> </table> <p>Name _____</p> <p><small>Carriers participating in transportation of the item may not accept claims resulting from the above conditions of acceptance.</small></p> <p>To</p> <table border="0"> <tr> <td>Airline</td> <td>Flight</td> </tr> <tr> <td colspan="2">Via</td> </tr> <tr> <td>Airline</td> <td>Flight</td> </tr> <tr> <td colspan="2">Via</td> </tr> <tr> <td>Airline</td> <td>Flight</td> </tr> </table> <hr/> <p>Name _____</p> <p>Flight _____</p> <p>ORIGIN STATION STUB  ORIGIN STATION STUB</p> <p>0083SA 34 34 59</p>	<input type="checkbox"/> Fragile or inadequate Packing	<input type="checkbox"/> Lack of Name Label	<input type="checkbox"/> Received Damaged	<input type="checkbox"/> Late check-in	<input type="checkbox"/> Perishable	Specify 	<input type="checkbox"/> Not admissible in cabin	<input type="checkbox"/> Pax Removed Valuables	<input type="checkbox"/> Size	Airline	Flight	Via		Airline	Flight	Via		Airline	Flight	<p></p> <p>SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER </p> <p>LIMITED RELEASE</p> <p><small>MARK DAMAGED ARE A ON DIAGRAMS</small></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>SIDE</p> </div> <div style="text-align: center;">  <p>END</p> </div> </div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>TOP</p> </div> <div style="text-align: center;">  <p>BOTTOM</p> </div> </div>	<p></p> <p>SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER </p> <p>BAR CODE</p> <p>0083SA 34 34 59</p> <p>LIMITED RELEASE <small>Baggage checked subject to tariffs, including limitations of liability therein contained. Even if your baggage has been tagged to final destination, you may have to clear it through customs at point of transfer.</small></p> <table border="0"> <tr> <td><input type="checkbox"/> Fragile or inadequate Packing</td> <td><input type="checkbox"/> Lack of Name Label</td> <td><input type="checkbox"/> Received Damaged</td> </tr> <tr> <td><input type="checkbox"/> Late check-in</td> <td><input type="checkbox"/> Perishable</td> <td>Specify </td> </tr> <tr> <td><input type="checkbox"/> Not admissible in cabin</td> <td><input type="checkbox"/> Pax Removed Valuables</td> <td><input type="checkbox"/> Size</td> </tr> </table> <p>Name _____</p> <p><small>Carriers participating in transportation of the item may not accept claims resulting from the above conditions of acceptance.</small></p> <p>To</p> <table border="0"> <tr> <td>Airline</td> <td>Flight</td> </tr> <tr> <td colspan="2">Via</td> </tr> <tr> <td>Airline</td> <td>Flight</td> </tr> <tr> <td colspan="2">Via</td> </tr> <tr> <td>Airline</td> <td>Flight</td> </tr> </table>	<input type="checkbox"/> Fragile or inadequate Packing	<input type="checkbox"/> Lack of Name Label	<input type="checkbox"/> Received Damaged	<input type="checkbox"/> Late check-in	<input type="checkbox"/> Perishable	Specify 	<input type="checkbox"/> Not admissible in cabin	<input type="checkbox"/> Pax Removed Valuables	<input type="checkbox"/> Size	Airline	Flight	Via		Airline	Flight	Via		Airline	Flight
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 <p>SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER</p> <p>LIMITED RELEASE</p> <p>MARK DAMAGED AREA ON DIAGRAMS</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  SIDE </div> <div style="text-align: center;">  END </div> </div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  TOP </div> <div style="text-align: center;">  BOTTOM </div> </div>	<p>LIMITED RELEASE</p>  <p>SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">  BAR CODE 0083SA 34 34 59 </div> <hr style="border-top: 1px dashed black;"/> <div style="border: 1px solid black; padding: 5px; text-align: center;">  BAR CODE 0083SA 34 34 59 </div> <hr style="border-top: 1px dashed black;"/> <div style="border: 1px solid black; padding: 5px; text-align: center;">  BAR CODE 0083SA 34 34 59 </div>
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Note:

The illustration on this page should not be used for reproduction purposes.


2. Material Specifications

90-120gsm Sappi laser pre-print white or similar.

Print in one colour black, with machine varnish.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

The stock for the tag will be white. Imprints shall be black and double sided.

4. Removable Stubs

To assist in baggage reconciliation procedures each tag shall have a removable stub. As a minimum each stub shall have the baggage tag number in alpha-numeric characters, bar code format and optionally the numeric translation.

The removable stub will be provided by perforation and peel-off:

- From the bottom of the front tag: one stub (perforated)
- Centre of the tag perforated and peel off.
- Back of the tag: two stubs (perforated)

The centre tag must be carbonised as to enable the info to be transferred.

Width: 75 mm

Length: 30 mm

5. Adhesives

The specifications for the adhesives are shown in IATA Recommended Practice 1740a, sections 4.7 and 4.13.

The adhesive shall not exceed 75 mm in width to ensure that adhesive material does not seep or overflow.

6. Barcode


The following format must be used to represent the tag number in the Information Area.

0083 SA 012345

7. Packaging

Packets of 200 labels.

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DELIVERY AT AIRCRAFT DOOR (AW667)

1. Delivery at Aircraft Door Label Dimensions

Position all type and graphic elements as shown.

 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER  DELIVERY AT AIRCRAFT SAA N° 106985	 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER  NAME: <input type="text"/> DESTINATION: <input type="text"/>
 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER  DELIVERY AT AIRCRAFT SAA N° 106985	REMEMBER DEAR CUSTOMER, THIS ITEM WILL BE DELIVERED AT THE AIRCRAFT DOOR OR AT THE FOOT OF THE STAIRS. PLEASE WAIT FOR IT. AW 667

The label length: 130 mm

Width: 95 mm

Note:

The illustration on this page should not be used for reproduction purposes.


2. Material Specifications

Triple Green Print, 230gsm Gloss, White

3. Colours and Fonts

Two colours both sides and Machine Varnish.

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4. Removable Stubs

To assist with reconciliation procedures each tag shall have a removable stub. As a minimum each stub shall have the baggage tag number in alpha-numeric characters: SAA No 123456. The removable stub will be perforated to assist with tearing.

Dimensions of removal stub: 50 mm x 95mm

Wording on back of stub:

"Dear customer, this item will be delivered at the aircraft door or at the foot of the stairs. Please wait for it."

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250 labels.

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SERVICE MAIL LABEL (AW614)

1. Service Mail Label Dimensions

Position all type and graphic elements as shown.



The label length: 155 mm

Width: 58 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Triple green print, matt white, 230gsm.

3. Colours and Fonts

Printed in full colour, both sides.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250 labels.

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MANUAL BAGGAGE TAGS – AW634

1. Manual Baggage Tags – AW634 Dimensions



Tag size - 260mm x 30mm. Note example of tag on last page.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Colour and Printing

Printed black on face and reverse.

Numbered on face in two positions as shown.

Silicon strip on reverse, size 50mm x 30mm commencing 54mm from top of the tag.
Self-adhesive portion size 39mm x 30mm commencing 3mm from the top of the tag

Passenger claim stub 110mm x 30mm.

Plain on face and black on reverse .

Numbered on two positions on reverse as shown.

Self-adhesive strip on face, size 31mm x 30mm commencing 64mm from top of the claims stub. Silicon strip size 50mm x 30mm commencing from the top of the claims stub. Horizontally perforated 77mm from head.


Passenger claim stub to be affixed to the reverse of part one commencing from the top of part one.

Additional stub at foot attached to reverse on part 1 60mm in length glued to reverse of part 1. Face of part 1 slit to form a removable stub.

3. Material

Label white 70gsm non tear reinforced paper.

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Passenger claim stub on white 100gsm bond.

4. Packaging

Banded in 100's-boxed in 2000's

6 Digit numbering advised by SAA with each order.

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CREW TAG (AW700)

1. Crew Tag Dimensions

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.



The tag length: 380mm folded in half with a plastic strip in the middle to ensure strength.

Width: 50.8 mm

2. Material Specifications

90-120gsm Sappi laser pre-print white or similar.

Print in two colour CMYK process one side only, with machine varnish.

3. Colours and Fonts


The stock for the tag will be white.

Imprints shall be black except for the logo and word CREW which is white. The SAA logo shall be white on an SAA blue background. Only the barcoded area is in white with the rest of the black writing printed on a SAA grey Pantone 424C.

4. Removable Stubs

To assist with reconciliation procedures each tag shall have a removable stub. As a minimum each stub shall have the baggage tag number in alpha-numeric characters, bar code format and optionally the numeric translation. The removable stub will be provided by peel-off from the one side of the tag. The stub must be carbonised as to ensure that the information is transferred from the front portion of the tag.

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Size: width: 50mm x 180mm



5. Adhesives

The specifications for the adhesives are shown in IATA Recommended Practice 1740a, sections 4.7 and 4.13. The adhesive must allow for two areas to facilitate the adhesion to the bag.

The adhesive shall not exceed 50.8 mm in width to ensure that adhesive material does not seep or overflow.

6. Barcode


The following format must be used to represent the tag number in the Information Area.

1234 SA 0123456

7. Packaging

Packets of 250 labels.

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CHAPTER 3: OTHER BAGGAGE LABELS

CHECKED BAGGAGE LABELS (AW625)

1. Checked Baggage Dimensions

Position all type and graphic elements as shown.



The tag is presented on a roll. length: 255mm x 30mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Semi-gloss.

3. Colours and Fonts

Printed in full colour.

4. Removable Stubs

None

5. Adhesives

The entire label is self-adhesive with a backing paper to protect against dust and dirt.


6. Barcode

None

7. Packaging

250 labels per roll.

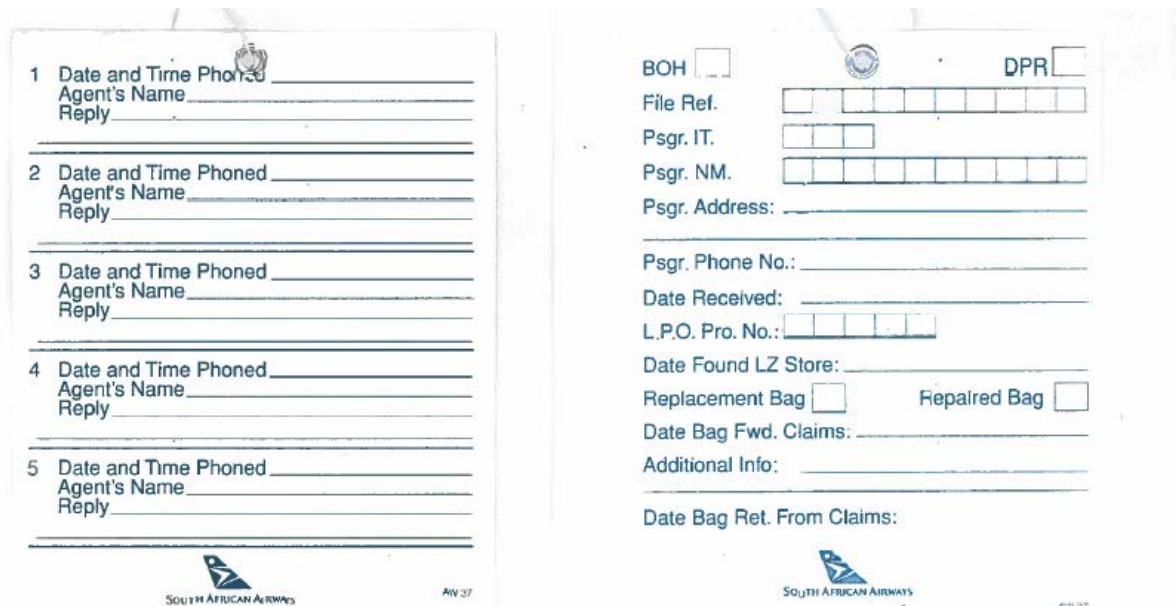
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ON-HAND CARD (AW37)

1. On-Hand Card Dimensions

Position all type and graphic elements as shown.



The form consists of two sides. The front side (left) has five numbered sections, each with fields for 'Date and Time Phoned', 'Agent's Name', and 'Reply'. The back side (right) includes fields for 'BOH' and 'DPR' checkboxes, 'File Ref.', 'Psgr. IT.', 'Psgr. NM.', 'Psgr. Address:', 'Psgr. Phone No.', 'Date Received:', 'L.P.O. Pro. No.', 'Date Found LZ Store:', 'Replacement Bag' and 'Repaired Bag' checkboxes, 'Date Bag Fwd. Claims:', 'Additional Info:', and 'Date Bag Ret. From Claims:'. Both sides feature the South African Airways logo at the bottom.

The card length: 125mm

Width: 100mm

Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

240gsm Eltoro board white.

Eyelet: Brass. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

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3. Colours and Fonts

The stock for the card will be white.

Printed on both sides, Pantone 662.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250 labels.

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Size: width: 50mm x 90mm



5. Adhesives

The specifications for the adhesives are shown in IATA Recommended Practice 1740a, sections 4.7 and 4.13.


The adhesive shall not exceed 50.8 mm in width to ensure that adhesive material does not seep or overflow.

6. Barcode

The following format must be used to represent the tag number in the Information Area.

1234 SA 0123456

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CHAPTER 4: UNACCOMPANIED MINOR PRODUCTS

UNACCOMPANIED MINOR BOOKLET (AW615)

1. UM Booklet Dimensions

Position all type and graphic elements as shown.



Flat size: 85mm (H) x 195mm (W)

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Inner pages consist of:

1st CB White

2nd CFB White

3rd CFB Blue

4th CFB White

5th CFB White


6th CFB Yellow

7th CB White

The inner pages must be carbonised as to enable the info to be transferred.

Perforated collated (7 pages per booklet)

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Glued: block on all pages to be printed with desensitized ink.

3. Colours and Fonts

Front cover printed in full colour one side only.



Back cover: printed in black one side only.



Text: (1st – 6th pages) printed in black one side only

7th page printed in black both sides.


4. Inner pages

- First and second page is white



		A STAR ALLIANCE MEMBER 		RESERVATIONS OFFICE	
FAMILY NAME		DATE OF ISSUE		AGE	
GIVEN NAME				LANGUAGE SPOKEN	
NOT GOOD FOR PASSAGE		FLIGHT		DATE	
FROM					
TO					
TO		PNR ADDRESS			
TICKET NO				SIGNATURE	
ALSO COMPLETE ADDRESS COUPON				RESERVATIONS OFFICE	

		A STAR ALLIANCE MEMBER 		DEPARTURE AIRPORT - FORWARD JOURNEY	
FAMILY NAME		DATE OF ISSUE		AGE	
GIVEN NAME				LANGUAGE SPOKEN	
NOT GOOD FOR PASSAGE		FLIGHT		DATE	
FROM					
TO					
TO		PNR ADDRESS			
TICKET NO				SIGNATURE	
ALSO COMPLETE ADDRESS COUPON				CABIN CREW	



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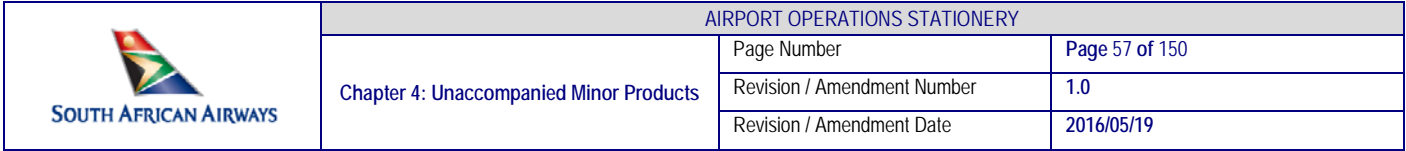
- Third page is blue


		A STAR ALLIANCE MEMBER 		ARRIVAL AIRPORT - FORWARD JOURNEY	
FAMILY NAME		DATE OF ISSUE		AGE	
GIVEN NAME				LANGUAGE SPOKEN	
NOT GOOD FOR PASSAGE		FLIGHT		DATE	
FROM					
TO					
TO		PNR ADDRESS			
TICKET NO				SIGNATURE	
ALSO COMPLETE ADDRESS COUPON				PERSON MEETING CHILD	


- Page four and five is white


		A STAR ALLIANCE MEMBER 		ARRIVAL AIRPORT - FORWARD JOURNEY	
FAMILY NAME		DATE OF ISSUE		AGE	
GIVEN NAME				LANGUAGE SPOKEN	
NOT GOOD FOR PASSAGE		FLIGHT		DATE	
FROM					
TO					
TO		PNR ADDRESS			
TICKET NO				SIGNATURE	
ALSO COMPLETE ADDRESS COUPON				PERSON MEETING CHILD	


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 SOUTH AFRICAN AIRWAYS | A STAR ALLIANCE MEMBER 


 A STAR ALLIANCE MEMBER 
 DEPARTURE AIRPORT - RETURN JOURNEY

FAMILY NAME	DATE OF ISSUE		AGE	ISSUING OFFICE
			LANGUAGE SPOKEN	
GIVEN NAME				
NOT GOOD FOR PASSAGE	FLIGHT	DATE	SPECIAL INSTRUCTIONS	
FROM				
TO				
TO	PNR ADDRESS			
TICKET NO			SIGNATURE	
ALSO COMPLETE ADDRESS COUPON			CABIN CREW	

- Page six is yellow



 SOUTH AFRICAN AIRWAYS | A STAR ALLIANCE MEMBER 



 A STAR ALLIANCE MEMBER 
 ARRIVAL AIRPORT • RETURN JOURNEY

FAMILY NAME	DATE OF ISSUE		AGE	ISSUING OFFICE
			LANGUAGE SPOKEN	
GIVEN NAME				
NOT GOOD FOR PASSAGE	FLIGHT	DATE	SPECIAL INSTRUCTIONS	
FROM				
TO				
TO	PNR ADDRESS			
TICKET NO			SIGNATURE	
ALSO COMPLETE ADDRESS COUPON				
			RELEASE OF CHILD FROM AIRLINE'S CUSTODY	

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ADDRESS COUPON			
PARENTS / GUARDIAN		PERSON MEETING AND SEEING OFF CHILD	
NAME		NAME	TRANSPORT POINT
ADDRESS		ADDRESS	
TEL NO.		TEL NO.	
PERSON MEETING CHILD AT DESTINATION		PERSON MEETING CHILD AT DESTINATION	
NAME	FORWARD JOURNEY	NAME	RETURN JOURNEY
ADDRESS		ADDRESS	
TEL NO.		TEL NO.	

- Back of page seven

DECLARATION OF PARENT / GUARDIAN

I confirm that I have arranged for the abovementioned minor to be accompanied to the airport of departure and to be met at stopover / destination point on arrival by the persons named. These persons will remain at the airport until the flight has departed and / or be available at the airport at the scheduled time on arrival of the flight.

Should the minor not be met as stated on the face hereof, I authorise the carrier(s) to take whatever action they consider necessary to ensure the minor's safe custody including return of the minor to the airport of departure, and I agree to indemnify and reimburse the carrier(s) of the necessary and reasonable costs and expenses incurred by them in taking such action.

I declare that the minor is in possession of all travel documents (passports, visa, health certificate, etc.) required by the applicable laws. Furthermore it is agreed that a tag reflecting the name and address of escort at destination be pinned to the clothing of the minor.

I, the undersigned parent / guardian of the abovementioned minor, agree to and request the unaccompanied carriage of the minor named above and declare that the information provided is accurate.

SIGNATURE PARENT / GUARDIAN

5. Removable Stubs

None


6. Adhesives

None

7. Barcode

None


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8. Packaging

100 books per packet.

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UNACCOMPANIED MINOR PLASTIC POUCH (AW617)

1. UM Plastic Pouch Dimensions

Position all type and graphic elements as shown.

PVC pouch opening at the back to accommodate a card with dimensions 100mm x 70 mm.



Flat size: 110mm (h) x 105mm (w)

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Clear and translucent PVC C4 pouch. Top part is red with a punched opening for lanyard snap.

3. Colours and Fonts

No printing. Red PVC - PANTONE® 1797C


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

50 plastic pockets in a bundle.

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UNACCOMPANIED MINOR LANYARD TAG (AW618)

1. UM Lanyard Tag Dimensions

Position all type and graphic elements as shown.



Flat size: 70mm (h) x 100mm (w) with a 5 mm bleed.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 230gsm.

Booklet made up of 100 sheets. Padded at head. The lanyard tag is inserted into a plastic sleeve which is then attached to the lanyard.

3. Colours and Fonts

Printed in full colour one side only.

4. Removable Stubs

None


5. Adhesives

None

6. Barcode

None


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7. Packaging

10 pads per packet.

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UNACCOMPANIED MINOR BAGGAGE LABEL (AW616)

1. UM Baggage Label Dimensions

Flat size: 155mm (h) x 58mm (w)

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Triple Green Print, Matt White, 230gsm.

Eyelet: Gold or Nickel. Eyelet to be punched centre. The string for attaching the tag to the handle of the bag shall be elasticised string with a minimum breaking strength of seven (7) kilograms. Use 1.5mm elastic cord in weight.

3. Colours and Fonts

Printed in full colour both sides.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 labels.

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UNACCOMPANIED MINOR LANYARD (AW619)

1. UM Lanyard Dimensions

Position all type and graphic elements as shown.



Ribbon size is 850 mm (l) and 20mm (w)

Note:


The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Red Petersham Fabric ribbon with white print. Black release button with a silver snap.



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3. Colours and Fonts

White print only.

Trade Gothic font.

Lanyard logo



4. Removable Stubs

None

5. Adhesives

None

6. Barcode

None

7. Packaging

50 lanyards bundled in a plastic bag.

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UNACCOMPANIED MINOR HANDOVER LIST (AW670)

1. UM Handover List Envelope Dimensions

Position all type and graphic elements as shown.




The illustration shows a form for the 'UNACCOMPANIED MINORS HAND OVER LIST'. It includes the South African Airways logo and 'STAR ALLIANCE MEMBER' text. The form has fields for 'Flight no:', 'Date:', 'Origin:', and 'Destination:'. Below these is a table with columns for 'Name', 'Seat No.', 'Documents Enclosed' (Ticket, UM Booklet, Passport, Health Docs), and 'Remarks'. The table has 10 rows. At the bottom, there are sections for 'Note' (4 points), 'Prepared by:', 'Signature:', 'Employee No:', 'Received one envelope containing documents for above mentioned Unaccompanied Minors.', 'Origin Signature:', and 'Destination Signature:'.

Envelope: 324mm x 229mm

Form: 297mm x 210mm

Note:

The illustration on this page should not be used for reproduction purposes.

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2. Material Specifications

C4 full gum envelopes, white, 90gsm

1st CB, White

2nd CFB, White

CF, White

3. Colours and Fonts

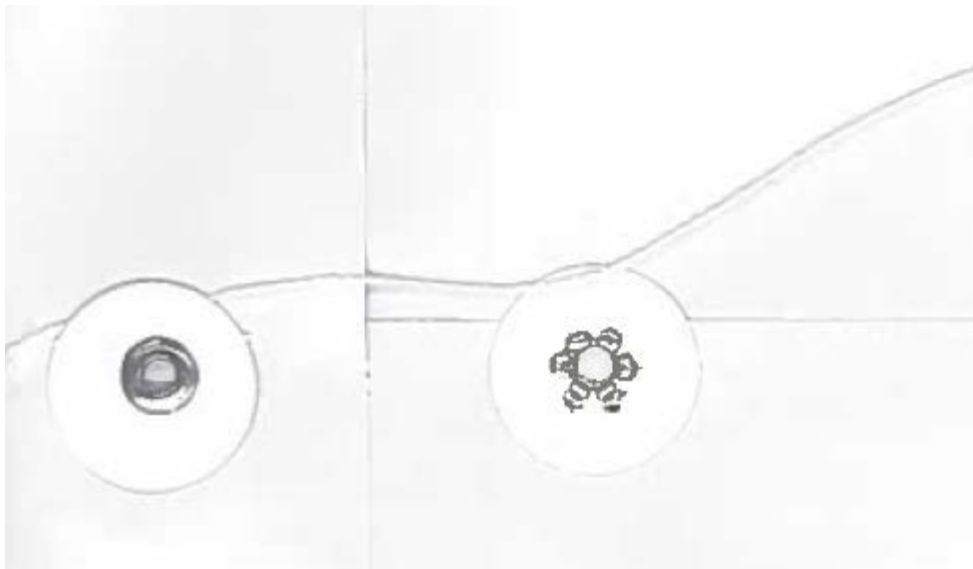
Printed in black one side only.

Collated (3 copies per snap set)

Padded in snap sets

Envelopes to be eyelet (twice) and string

Glue snap set to C4 envelope.



4. Removable Stubs

None


5. Adhesives

None

6. Barcode

None


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7. Packaging

150 envelopes per box.

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CHAPTER 5 BOARDING PASSES

BOARDING PASSES (AW604)

1. SAA Boarding Pass – AW604 Dimensions

Print Design – See Below



Size: 8ins x 82.55mm

2. Colour and Printing

Black print on reverse side only as per above specification.

Horizontally perforated 148mm from head to form passenger stub.


To be punched on horizontal fold perforation with a 2mm x 7mm sensor hole which must be compatible for use on IER or other SAA / CUTE environment ticket machines.

Horizontal fold perforation to be full width.

Fan-fold Continuous format.

NO MAGNETIC STRIPE.

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3. Material

White 175gsm Top Coated Direct Thermal Card

4. Packaging

Boxed in 1000`s and packed in outers of 5000`s containing 5 x inner boxes.

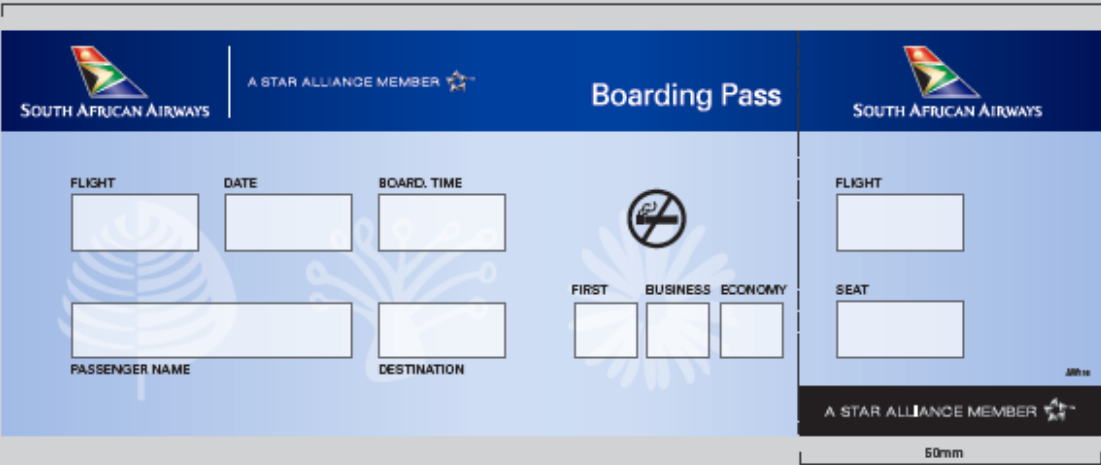
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BOARDING PASS MANUAL (AW116)

1. Boarding Pass Manual Dimensions

Position all type and graphic elements as shown.



Note:

The illustration on this page should not be used for reproduction purposes.

The card length: 67m

Width: 182mm

2. Material Specifications

160gsm Eltoro Board white. Perforated one down 50mm.

3. Colours and Fonts

Print on one side only in full colour.

4. Removable Stubs

None


5. Adhesives

None

6. Barcode

None


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7. Packaging

500 in a pack.

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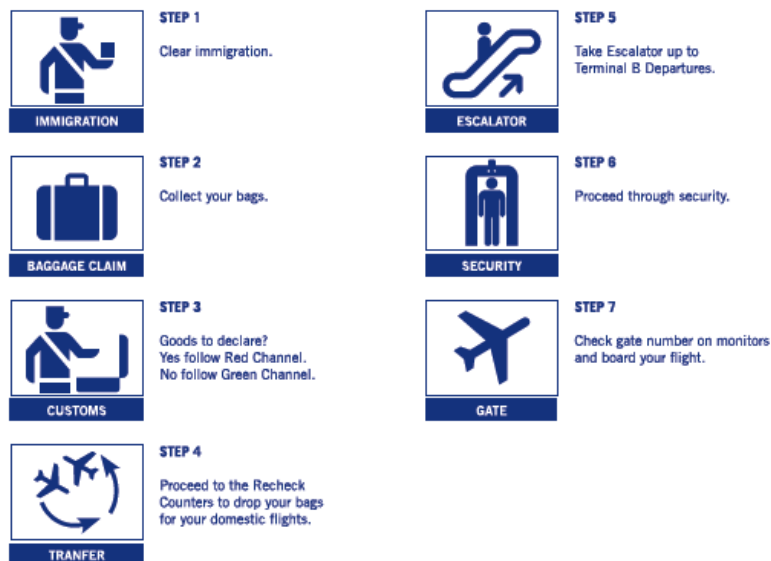
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CHAPTER 6: CARDS


DOMESTIC TRANSFER CARD (AW176)

1. Transfer Card Dimensions

Position all type and graphic elements as shown.



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The card length: 130 mm

Width: 95 mm

Note:

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2. Material Specifications

Triple Green Print

250gsm, Gloss, White

3. Colours and Fonts

Full colour print on both sides.

Front of card is in blue full colour.

Back of card is white with blue print

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 cards.

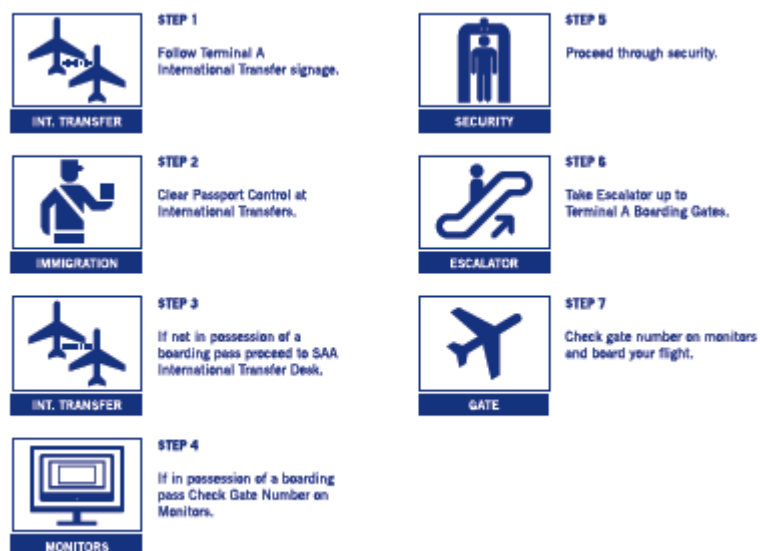
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INTERNATIONAL TRANSFER CARD

1. International Transfer Card Dimensions (AW177)


Position all type and graphic elements as shown.



The card length: 130 mm

Width: 95 mm

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Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print

250gsm, Gloss, White

3. Colours and Fonts

Full colour print on both sides.

Front of card is in blue full colour.

Back of card is white with blue print

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 cards.

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LOUNGE INVITATION (AW642)

1. Lounge Invitation Dimensions

Position all type and graphic elements as shown.



The invite length: 210 mm

Width: 100 mm

Note:

The illustration on this page should not be used for reproduction purposes.


2. Material Specifications

Triple Green Print Gloss White, 230gsm.

3. Colours and Fonts

Printed in process colours both sides.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 cards.

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TRANSIT CARD (AW8)

1. Transit Card Dimensions

Position all type and graphic elements as shown.



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The card length: 140 mm

Width: 70 mm

Note:

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2. Material Specifications

230gsm Gloss laser pre-print white or similar.

3. Colours and Fonts

The stock for the card will be white.

Full colour on both sides.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250.

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SERVICE WITH A SMILE CARD (AW10)

1. Service With a Smile Card Dimensions

Position all type and graphic elements as shown.



The card length: 105 mm

Width: 75 mm

Note:

The illustration on this page should not be used for reproduction purposes.


2. Material Specifications

230gsm Gloss laser pre-print white or similar.

3. Colours and Fonts

The stock for the card will be white.

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Full colour on both sides.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250.

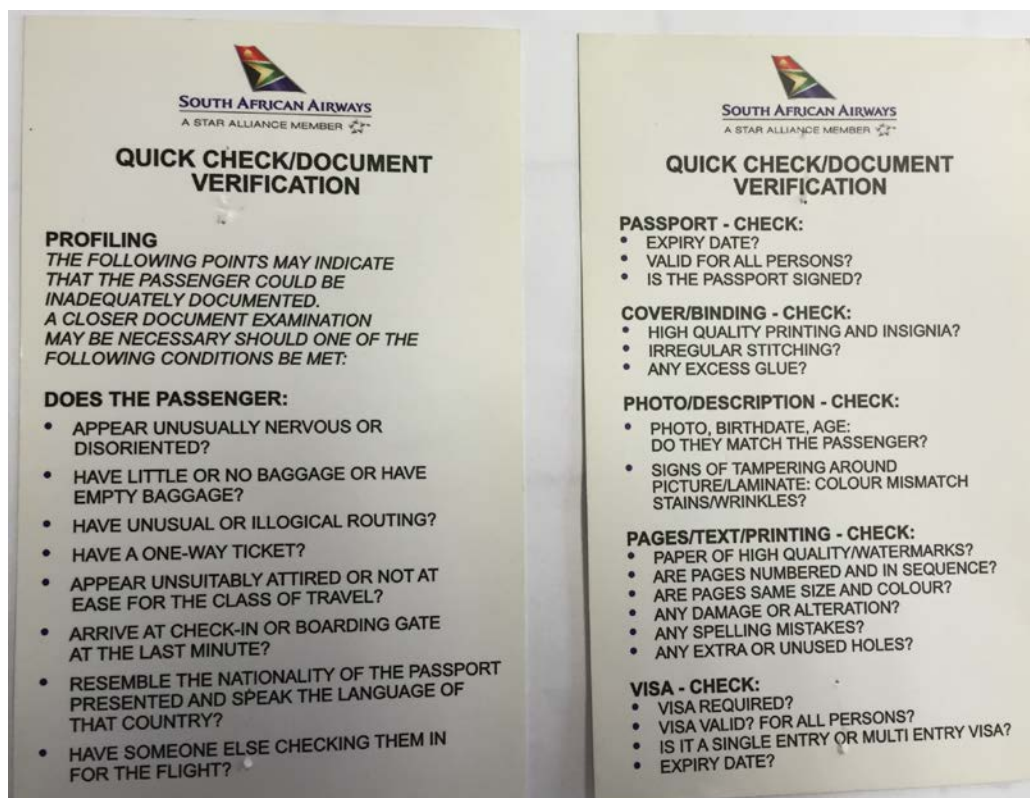
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QUICK CHECK / DOCUMENT VERIFICATION CARD (AW11)

1. Quick Check / Document Verification Card Dimensions

Position all type and graphic elements as shown.



The card length: 130 mm

Width: 80 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


230gsm Gloss laser pre-print white or similar.

3. Colours and Fonts

The stock for the card will be white.

Full colour on both sides.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 250.

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FAST TRACK LEAFLETS (AW12)

1. Fast Track Leaflet Cards Dimensions

Position all type and graphic elements as shown.



The card length: 100 mm

Width: 210 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Triple Green Print, Gloss, White, 170gsm

3. Colours and Fonts

Printed in full colour one side only.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

Packets of 500.

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PREMIUM BAGGAGE CONTAINER CARD (AW662)

1. Premium Baggage Container Card Dimensions

Position all type and graphic elements as shown.



The template is a red rectangular card. At the top left is the South African Airways logo with the text 'SOUTH AFRICAN AIRWAYS' and 'A STAR ALLIANCE MEMBER'. To the right of the logo is a white box labeled 'CONTAINER NO.'. Below the logo, the text 'PREMIUM BAGGAGE' is printed in large, bold, white capital letters. Underneath this, there are four white rectangular boxes for text entry: 'FLIGHT NO. / DATE' (top left), 'DESTINATION' (top right), 'LOADED AT' (bottom left), and 'VOLUME' (bottom right). At the very bottom right corner, the code 'AW662' is printed in small white capital letters.

Length: 210mm

Width: 148 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Eltoro Board, White, 240gsm.

3. Colours and Fonts

Printed in full colour, one sided only.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

Packets of 200.

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TRANSFER BAGGAGE CONTAINER CARD (AW663)

1. Transfer Baggage Container Card Dimensions

Position all type and graphic elements as shown.



Length: 210mm

Width: 148 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Eltoro Board, White, 240gsm.

3. Colours and Fonts

Printed in full colour, one sided only.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

Packets of 200.

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ECONOMY BAGGAGE CONTAINER CARD (AW664)

1. Economy Baggage Container Card Dimensions

Position all type and graphic elements as shown.

 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER		CONTAINER NO.
FLIGHT NO. / DATE		
DESTINATION		
LOADED AT	VOLUME	
ECONOMY CLASS		
SORT CONTAINER		

AW664

Length: 210mm

Width: 148 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Eltoro Board, White, 240gsm.

3. Colours and Fonts

Printed in full colour, one sided only.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

Packets of 200.

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CHAPTER 7: VOUCHERS

UPGRADE VOUCHER (AW668)

1. Upgrade Card Dimensions

Position all type and graphic elements as shown.



The card length: 155 mm

Width: 80 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Eltoro board, white, 160gsm

3. Colours and Fonts

Printed in full colour one side only.

Numbered twice, perforated and double sided tape at the back.

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To assist with reconciliation procedures each card shall be numbered in alpha-numeric characters: SAA CS 000001. CS is for issuing office Customer Services. SAA AO 000001 – AO is for issuing office Airport Operations.

4. Wording On Card

This upgrade card entitles you to a free one-way upgrade to the next higher class on one of the following SAA operated flights:

- ☐ Domestic Service
- ☐ Regional Service
- ☐ International Service

This upgrade card is valid for an upgrade on one sector only, and excludes any code share-partners. To use your upgrade card, make an economy reservation in the normal way and buy an economy class ticket. At the business class check-in counters present your upgrade card and should seats be available you will be upgraded to the next higher class.

- This card is valid for a period of 1 year from the date of issue.
- Please note that lost or stolen upgrade cards will not be reissued.
- Please note that this upgrade voucher may not be used in conjunction with any voyager award or promotional tickets.
- Unfortunately this upgrade card is not transferable to another person.

We look forward to welcoming you on-board soon.

5. Removable Stubs

To assist with reconciliation procedures each card shall have a removable stub. Each stub shall contain the same numbering as on the actual card. The removable stub will be perforated to assist with tearing and has an adhesive strip at the back to assist staff to attach stub to the reconciliation book.

Dimensions of removal stub: 30 mm x 80mm

6. Wording On Stub

Number: SAA AO 000001

Ref No: _____

☐ Domestic Service


Name: _____

☐ Regional Service

Date: _____

☐ International Service

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7. Adhesives

An adhesive strip at the back of the stub to assist staff to attach stub to the reconciliation book.


8. Barcode

None

9. Packaging

Packets of 200 cards.

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MEAL VOUCHERS (AW622 AND AW623)

1. Meal Voucher Dimensions

Position all type and graphic elements as shown.


The card length: 110 mm x 100 mm

Bleed 5mm all round

Note:

The illustration on this page should not be used for reproduction purposes.

2. Denied Boarding Vouchers (AW622A and B)



DENIED BOARDING
Meal Voucher – Premium

WITH OUR COMPLIMENTS

This complimentary meal voucher may be used at any food outlet in your terminal.

DENIED BOARDING
Meal Voucher – Premium

DENIED BOARDING VOUCHER NUMBER

CUSTOMER NAME

FLIGHT NUMBER **DATE**

COST CENTRE


ISSUING MANAGER



SIGNATURE **DATE STAMP** **VOUCHER NO.**

ZAR 100



CONDITIONS
Not redeemable for cash. Valid on date of issue only. South African Airways is liable for the specified amount. No reproductions or facsimiles of this voucher will be accepted. This voucher may only be used within the territory of the Republic of South Africa. No alcohol or beverages will be covered with this voucher.

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<p>DENIED BOARDING Meal Voucher – Economy</p> <p>WITH OUR COMPLIMENTS</p> <p>This complimentary meal voucher may be used at any food outlet in your terminal.</p> <p> SOUTH AFRICAN AIRWAYS</p> <p>A STAR ALLIANCE MEMBER </p>	<p>DENIED BOARDING Meal Voucher – Economy</p> <p>DENIED BOARDING INFO NUMBER</p> <p>CUSTOMER NAME</p> <p>FLIGHT NUMBER DATE</p> <p>COST CENTRE</p> <p>ISSUING MANAGER</p> <p>SIGNATURE DATE STAMP VOUCHER NO:</p> <p>ZAR 70</p> <p>CONDITIONS Not redeemable for cash. Valid on date of issue only. South African Airways is liable for the specified amount. No reproductions or facsimiles of this voucher will be accepted. This voucher may only be used within the territory of the Republic of South Africa. No alcoholic beverages will be covered with this voucher.</p>
--	--

3. Flight Delay Vouchers (AW623 A and B)


<p>FLIGHT DELAY Meal Voucher – Staff</p> <p>WITH OUR COMPLIMENTS</p> <p>This complimentary meal voucher may be used at any food outlet in your terminal.</p> <p> SOUTH AFRICAN AIRWAYS</p> <p>A STAR ALLIANCE MEMBER </p>	<p>FLIGHT DELAY Meal Voucher – Staff</p> <p>REASON FOR ISSUE</p> <p>STAFF NAME</p> <p>FLIGHT NUMBER DATE</p> <p>COST CENTRE</p> <p>ISSUING MANAGER</p> <p>SIGNATURE DATE STAMP VOUCHER NO:</p> <p>BREAKFAST ZAR 80 LUNCH ZAR 100 DINNER ZAR 150</p> <p>CONDITIONS Not redeemable for cash. Valid on date of issue only. South African Airways is liable for the specified amount. No reproductions or facsimiles of this voucher will be accepted. This voucher may only be used within the territory of the Republic of South Africa. No alcoholic beverages will be covered with this voucher.</p>
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<p>FLIGHT DELAY Meal Voucher – Customer</p> <p>WITH OUR COMPLIMENTS</p> <p>This complimentary meal voucher may be used at any food outlet in your terminal.</p> <p> SOUTH AFRICAN AIRWAYS</p> <p>A STAR ALLIANCE MEMBER</p>	<p>FLIGHT DELAY Meal Voucher – Customer</p> <p>REASON FOR ISSUE</p> <p>CUSTOMER NAME</p> <p>FLIGHT NUMBER DATE</p> <p>COST CENTRE</p> <p>ISSUING MANAGER</p> <p>SIGNATURE DATE STAMP VOUCHER NO:</p> <p>00000001</p> <p>BREAKFAST ZAR 80 LUNCH ZAR 100 DINNER ZAR 150</p> <p>CONDITIONS Not redeemable for cash. Valid on date of issue only. South African Airways is liable for only ONE indicated amount. If more than one amount is indicated, voucher will be considered null and void. No reproductions or facsimiles of this voucher will be accepted. This voucher may only be used within the territory of the Republic of South Africa. No alcoholic beverages will be covered with this voucher.</p>
--	---

4. Flight Delay Vouchers – International Airports Only (AW624 A and B)

<p>Meal Voucher – Premium International</p> <p>WITH OUR COMPLIMENTS</p> <p>This complimentary meal voucher may be used at any food outlet in your terminal.</p> <p> SOUTH AFRICAN AIRWAYS</p> <p>A STAR ALLIANCE MEMBER</p>	<p>Meal Voucher – Premium International</p> <p>WCC NUMBER</p> <p>CUSTOMER NAME</p> <p>FLIGHT NUMBER DATE</p> <p>COST CENTRE</p> <p>ISSUING MANAGER</p> <p>SIGNATURE DATE STAMP VOUCHER NO:</p> <p>00000001</p> <p>AMOUNT IN R. ZAR (Amount)</p> <p>CONDITIONS Not redeemable for cash. Valid on date of issue only. South African Airways is liable for the specified amount. No reproductions or facsimiles of this voucher will be accepted. No alcoholic beverages will be covered with this voucher.</p>
--	--

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<p>Meal Voucher – Economy International</p> <p>WITH OUR COMPLIMENTS</p> <p>This complimentary meal voucher may be used at any food outlet in your terminal.</p> <p> SOUTH AFRICAN AIRWAYS</p> <p>A STAR ALLIANCE MEMBER </p>	<p>Meal Voucher – Economy International</p> <p>WCO NUMBER _____</p> <p>CUSTOMER NAME _____</p> <p>FLIGHT NUMBER _____ DATE _____</p> <p>CITY CENTRE _____</p> <p>ISSUING MANAGER _____</p> <p>SIGNATURE _____ DATE STAMP _____ VOUCHER NO: 00000001</p> <p>AMOUNT (S. A. R. YUAN Remitted) _____</p> <p>CONDITIONS Not redeemable for cash. Valid on date of issue only. South African Airways is liable for the specified amount. No reproductions or facsimiles of this voucher will be accepted. No alcoholic beverages will be covered with this voucher.</p>
--	---

5. Material Specifications

Triple Green Print, Gloss, White, 85gsm.

Grey chipboard (backing board)

6. Colours and Fonts

Printed in full colour (CMYK) both sides.

Numbered and padded at the top, 100 leaves per pad..

7. Wording On Voucher

8. Removable Stubs

None

9. Adhesives

Padded at the top.


10.Barcode

None

11.Packaging

10 pads per packet.



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HOTEL VOUCHERS (AW665)

1. Hotel Voucher Dimensions

Position all type and graphic elements as shown.

HOTEL VOUCHER							
 A STAR ALLIANCE MEMBER 		CONFIRMED HOTEL IN DATE OUT DATE		AIRLINE/ COST CENTRE		REASON FOR ISSUE	
						DELAY	
						DENIED BOARDING	
						STOP-OVER	
PASSENGERS(S)		ACCOMODATION		MEALS		TELEPHONE	
Attach passenger name list if more than 5 passengers in group		SINGLE	Number	BREAKFAST	Number	YES	LOCAL & NATIONAL (Max 3min)
1.		DOUBLE	Number	LUNCH	Number	NO	INTERNATIONAL (Max 3min)
2.		SUITE	Number	DINNER	Number	YES	
3.		DAYROOM	Number			NO	
4.		NO GRATUITIES INCLUDED				COMMENTS/ENDORSEMENTS APPROVED BY NAME SIGNATURE	
		FLIGHT IN	DATE	CLASS	FROM		
5.		FLIGHT OUT	DATE	CLASS	TO		
						TICKET NUMBER	
<small>Conditions: Not redeemable for cash • Valid on dates of issue only • Not valid for SAA employees • SAA only liable for specified items, additional items are for the passenger's account • Pay TV is not included • Alcoholic beverages are not included • Additional refreshments are not included when refreshments supplied as part of meals • No reproductions or facsimiles will be accepted • Voucher must be submitted with invoice for payment within 60 days of issue.</small>							




The voucher length: 210 mm

Width: 97 mm

Note:

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The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

CB White, CF White, Dukuza Gloss White, 200gsm, Grey Chipboard Tokai Board. Blue 160gsm.

3. Colours and Fonts

Printed in blue (Pantone 662) one side only. Numbered and perforated. Collated 50 sets in duplicate. Stitched – binding cloth.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 10 pads.

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TRANSPORT VOUCHERS (AW671)

1. Transport Voucher Dimensions

Position all type and graphic elements as shown.



TRANSPORT VOUCHER

SOUTH AFRICAN AIRWAYS

AIRLINE / COST CENTRE

REASON FOR ISSUE

DELAY

DENIED BOARDING

STOP-OVER

36351

DATE AND PLACE OF ISSUE (STAMP)

PASSENGER(S)

Attach passenger name list if more than 10 passengers in group

1. 6. 2. 7. 3. 8. 4. 9. 5. 10.

FORWARD JOURNEY

FROM TO

BUS TAXI HOTEL SHUTTLE

AGREED AMOUNT

R.....

RETURN JOURNEY

FROM TO

BUS TAXI HOTEL SHUTTLE

AGREED AMOUNT

R.....

APPROVED BY

NAME SIGNATURE

APPROVED BY

NAME SIGNATURE

FLIGHT IN **DATE** **CLASS** **FROM**

FLIGHT OUT **DATE** **CLASS** **TO**

Conditions: • Not redeemable for cash • Valid on dates of issue only • Not valid for SAA employees • SAA only liable for specified items, additional items are for the passenger's account • No reproductions or facsimiles will be accepted • Voucher must be submitted with invoice for payment within 60 days of issue

HAVE ONE on US!

SOUTH AFRICAN AIRWAYS


The voucher book length: 210 mm

Width: 97 mm

Note:

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2. Material Specifications

CB White, CF White, Dukuza Gloss White, 200gsm, Grey Chipboard Tokai Board. Blue 160gsm.

3. Colours and Fonts

Printed in blue (Pantone 662) one side only. Numbered and perforated. Collated 50 sets in duplicate. Stitched – binding cloth.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 10 pads.

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WIFI VOUCHERS (AW13)

1. WiFi Voucher Dimensions

Position all type and graphic elements as shown.



Voucher length: 297 mm

Width: 210 mm

Individual vouchers 75mm x 105 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Eltoro Board, White, 160gsm

3. Colours and Fonts

Printed in full colour one side only – Perforated across and down.

4. Wording

Complimentary Wi-Fi Internet Access Coupon


Connect to: AlwaysOn@SAA

Expiration: 3 hours after login

Help Line: 0861 HOTSPOT (4687768)

Only valid in SAA Lounges

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5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200.

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CHAPTER 8: FORMS


PROPERTY CLAIM FORM (AW631)


1. Property Claim Form Dimensions

Position all type and graphic elements as shown.

The form is titled 'PROPERTY CLAIM FORM (AW631)' and is for South African Airways. It includes a header with the airline's logo and name. The main body of the form is divided into several sections for passenger information, flight details, and baggage claim information. It includes fields for 'Please Print' (Surname, Initials, Title), 'Please Supply' (Bank, Branch & Code, Acc. No.), and 'Please Print' (Summa, Initials, Title). It also includes fields for 'Please Print' (Summa, Initials, Title), 'Please Supply' (Bank, Branch & Code, Acc. No.), and 'Please Print' (Summa, Initials, Title). The form includes a section for 'Please Print' (Summa, Initials, Title) and 'Please Supply' (Bank, Branch & Code, Acc. No.). It also includes a section for 'Please Print' (Summa, Initials, Title) and 'Please Supply' (Bank, Branch & Code, Acc. No.).

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SOUTH AFRICAN AIRWAYS

I understand this declaration may be subject to review and investigation and I hereby give South African Airways the authority to acquire from anyone any document or statement in relation to this declaration.

IDENTITY NUMBER
 PASSPORT NUMBER
 VOYAGER NUMBER

IMPORTANT

The original copies of the following documentation **MUST** be forwarded to the claim office.

Passenger Air Ticket and Boarding Passes
 Baggage Claim Tags
 Copy of Identity Book and/or Passport
 Police Affidavit
 Postal Address
 Banking Details

Please complete in full. Any omissions could delay the recovery of your property or processing of your claim. The prompt return of this form is therefore essential.

Note:


- (i) No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to Carrier forthwith after the discovery of the damage, and, at the latest, within seven (7) days from the date of receipt; and in the case of delay, unless the complaint is made at the latest, within twenty one (21) days from the date on which the baggage has been placed at his/her disposal. Every complaint must be made in writing and dispatched within the times aforesaid.
- (ii) Any right to damages against South African Airways shall be relinquished unless action is brought within two years after the occurrence of the events giving rise to this claim.
- (iii) The liability of South African Airways in the case of damage to checked baggage shall be limited to US \$20,00 per kilogram.
- (iv) South African Airways will not be liable for damage to unchecked baggage unless such damage is caused by our negligence.
- (v) South African Airways shall have no liability whatsoever for damage to articles not permitted to be contained in checked baggage, including fragile or perishable items, items having a special value, such as money, jewellery, precious metals, computers, personal electronic devices, cellular telephones, cameras, audio and video equipment, negotiable papers, securities, or valuables, business documents, passports and other identification documents or samples.
- (vi) "DAMAGE" includes death, wounding, or bodily injury to a passenger, loss, partial loss, theft or other damage, arising out of or in connection with carriage or other identification documents or samples.

It is expressly understood by me that the furnishing of this form, the processing of this claim and any assistance rendered to me by employees of South African Airways, are acts of courtesy and shall not constitute a waiver of any rights which may be asserted, or as a limitation of liability, by or on the part of South African Airways, its employees or agents.

LAW 1001

15: NOT TO SCALE

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5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200 forms.

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CASH DISBURSEMENT FORMS (AW307)

1. Cash Disbursement Form Dimensions

Position all type and graphic elements as shown.



Attachment "A"
(AW 307)

SOUTH AFRICAN AIRWAYS

Pro No. _____

OFFICIAL RECEIPT FOR CASH DISBURSED

NAME OF PAYEE : _____ PAYOUT OFFICE : _____

ADDRESS : _____

TEL NUMBER _____ I.D. NUMBER : _____

RECEIVED FROM THE SOUTH AFRICAN AIRWAYS THE SUM OF : AMOUNT **R** _____

(AMOUNT IN WORDS) _____ RAND _____

_____ CENTS

AS PER DOCUMENT _____ NO. _____

DATED _____

WITNESS _____ APPROVED _____

AIRWAYS OFFICIAL SIGNATURE _____

DATE _____ RECEIVED _____

SIGNATURE _____

FLIGHT NO. _____ DATE _____ ROUTE _____

REASON FOR PAYMENT : _____

Length: 210 mm

Width: 185 mm

Note:

The illustration on this page should not be used for reproduction purposes.


2. Material Specifications

Typek bond, White, 80gsm.

3. Colours and Fonts

Printed in blue (Pantone 662) one side only. Padded with 100 pages per pad, glued at the top.

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4. Removable Stubs

None

5. Adhesives

None

6. Barcode

None

7. Packaging


Packets of 10 pads.


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FLIGHT UPLIFT SUMMARY (AW364B)

1. Flight Uplift Summary Form Dimensions

Position all type and graphic elements as shown.

 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER		FLIGHT UPLIFT SUMMARY: PASSENGERS			
FLIGHT DOCUMENTS: FLIGHT No. SA		DATE: YY <input type="text"/> MM <input type="text"/> DD <input type="text"/>	FROM <input type="text"/> TO <input type="text"/>		
PASSENGER COUNT PASSENGER LDM TOTALS (INCLUDING LDM'S) P&W TOTALS FOR THIS SECTOR (INCLUDING LDM'S)		MALE <input type="text"/>	FEMALE <input type="text"/>	CHILDREN <input type="text"/>	INFANTS <input type="text"/>
		A*			
DOCUMENTS FOR THIS SECTOR (EXCLUDING CODESHARE COUPONS HANDED TO CODESHARE PARTNER)		SAA CPNS <input type="text"/>	FOREIGN CPNS <input type="text"/>	TOTAL <input type="text"/>	
PAX COUPON COUNT (NORMAL COUPONS) PAX COUPON COUNT (ELECTRONIC TICKETS)		B*			
		TOTAL COUPONS			
* FIGURES A & B MUST BALANCE					
ADDITIONAL COUPONS					
1) INCO FOR UPGRADE		<input type="text"/>			
2) EXCESS BAGGAGE		<input type="text"/>			
3) CONNECTION COUPONS		<input type="text"/>			
		TOTAL			
		TOTAL B+C			
* EXPLAIN BELOW IN FULL IF ANY DIFFERENCE OCCURS BETWEEN (A) AND (B) ABOVE					
OUTSTANDING COUPONS					
PAX NAME	TICKET NUMBER	EXPLANATION			
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
CODESHARE:		PASSENGER TOTAL	<input type="text"/>	COUPON TOTAL	<input type="text"/>
OTHER REMARKS					
<input type="text"/>					
<input type="text"/>					
COMPILED BY		TITLE			
<input type="text"/>		<input type="text"/>			
CHECKED AND VERIFIED BY		TITLE			
<input type="text"/>		<input type="text"/>			
DOCUMENTS DESPATCHED TO REVENUE ACCOUNTANT ON					
<input type="text"/>					
NOTES:					
1. MCO COUPONS FOR UPGRADING MUST REMAIN ATTACHED TO THE RELEVANT FLIGHT COUPON					
2. A SEPARATE FLIGHT UPLIFT SUMMARY MUST BE COMPLETED FOR EACH SECTOR IN CASE OF MULTIPLE SECTOR FLIGHTS					
3. THE FOLLOWING DOCUMENTS MUST ACCOMPANY THE FLIGHT UPLIFT SUMMARY STATEMENT					
A. LOAD DISTRIBUTION SHEET					
B. GENERAL DECLARATION					
C. COMPLETE PAX NAME LIST					
D. ELECTRONIC TICKET PASSENGER LIST					
E. P & W STATEMENT					
F. ALL RELEVANT FLIGHT COUPONS					

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Length: 297 mm

Width: 210 mm

Note:

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2. Material Specifications

Typek bond, White, 230gsm.

3. Colours and Fonts

Printed in blue (Pantone 662) one side only. Padded with 100 pages per pad, glued at the top.

4. Removable Stubs

None

5. Adhesives

None

6. Barcode

None

7. Packaging

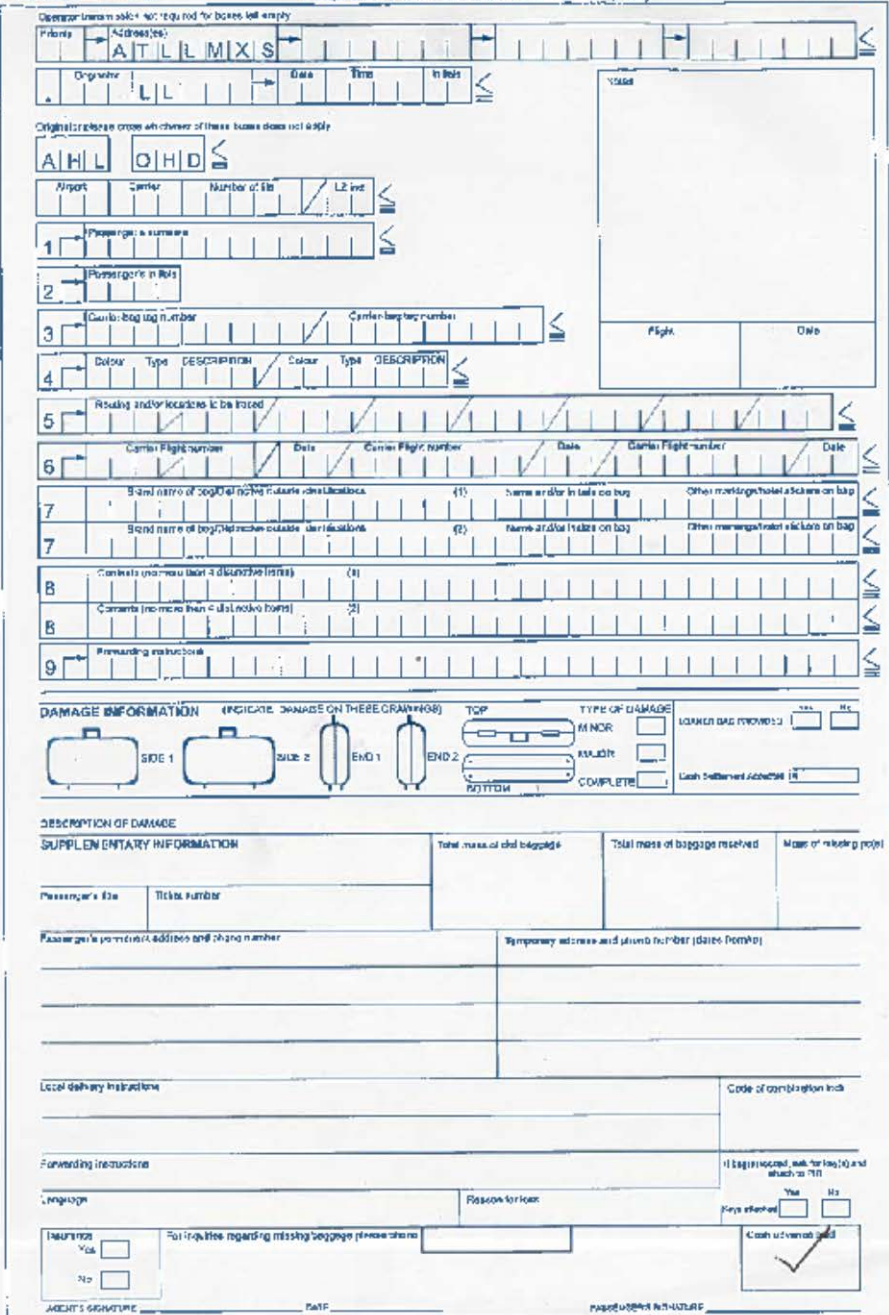
Packets of 10 pads.

Division: Operations	Department Name: Airport Operations Procedures and Support Services	When printed this document is uncontrolled
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PROPERTY IRREGULARITY REPORT (AW59B)

1. Property Irregularity Report Form Dimensions

Position all type and graphic elements as shown.



PROPERTY IRREGULARITY REPORT (PIR) AW59B

Originator information (not required for boxes left empty)

Priority: ☐ Address(es):

Originator: Date: Time: In bits:

Original/please cross whichever of these boxes does not apply:

☐ A H L ☐ O H D

1 ☐ Passenger's name

2 ☐ Passenger's ID

3 ☐ Carrier bag tag number

4 ☐ Colour Type DESCRIPTION Colour Type DESCRIPTION

5 ☐ Routing and/or location to be traced

6 ☐ Carrier flight number Date Carrier flight number Date Carrier flight number Date

7 ☐ Brand name of bag/s (not for future identification) (1) Name and/or initials on bag Other markings/labels/stickers on bag

8 ☐ Contents (no more than 4 distinctive items) (2) Name and/or initials on bag Other markings/labels/stickers on bag

9 ☐ Forwarding instructions

DAMAGE INFORMATION (INDICATE DAMAGE ON THESE DRAWINGS)

TOP TYPE OF DAMAGE MINOR ☐ MAJOR ☐ COMPLETE ☐

SIDE 1 SIDE 2 END 1 END 2 BOTTOM

DESCRIPTION OF DAMAGE

SUPPLEMENTARY INFORMATION

Passenger's ID: Ticket number:

Passenger's permanent address and phone number:

Temporary address and phone number (date: month):

Local delivery instructions:

Code of origin/destination:

Forwarding instructions:

Language: Reason for loss:

Insurance: Yes ☐ No ☐


For inquiries regarding missing baggage please check: ☐

Keys attached: Yes ☐ No ☐

Cash returned: ☒

AGENT'S SIGNATURE: DATE: PAGE 1 OF 1

THIS REPORT DOES NOT INVOLVE ACKNOWLEDGMENT OF LIABILITY.

	AIRPORT OPERATIONS STATIONERY		
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		Revision / Amendment Date	2016/05/19

Length: 297 mm

Width: 210 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

CFB, White Grey Chip Board, Backing Board

3. Colours and Fonts

Printed in blue (Pantone 662) one side only. Padded with 100 pages per pad, glued at the top.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 10 pads.

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	AIRPORT OPERATIONS STATIONERY		
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		Revision / Amendment Date	2016/05/19

Length: 200 mm

Width: 93 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

CB, White

CFB, White

CFB, Pink

CFB, Yellow

CB, Blue

3. Colours and Fonts

1st Copy: Printed in black one side only.

2nd – 5th Copies: Printed in black one side only.

Perforated and padded in snap sets.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 200, 25 packets per box (5,000).


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PASSENGER INJURY / ILLNESS / DEATH INCIDENT REPORT FORM (AW28)

1. Passenger Injury / Illness / Death Incident Report Form Dimensions

Position all type and graphic elements as shown.




PASSENGER INJURY / ILLNESS / DEATH INCIDENT REPORT

Ref.: Date: Passenger's Name:

Flight No.: Aircraft Reg.: Stand No.:

Station: Time of Incident:

Miscellaneous				
1. Phase	2. Time	3. Weather	4. Occurrence	5. Place
Arrival <input type="checkbox"/>	Day <input type="checkbox"/>	Dry <input type="checkbox"/>	Injury <input type="checkbox"/>	Terminal <input type="checkbox"/>
Depart <input type="checkbox"/>	Night <input type="checkbox"/>	Wet <input type="checkbox"/>	Illness <input type="checkbox"/>	Escalator <input type="checkbox"/>
	Twilight <input type="checkbox"/>		Death <input type="checkbox"/>	Airbridge <input type="checkbox"/>
				Steps <input type="checkbox"/>
				Apron <input type="checkbox"/>
				Other <input type="text"/>
Personal				
1. Sex	2. Clothing	3. Shoes	4. Intoxicated	
Male <input type="checkbox"/>	Practical <input type="checkbox"/>	Highheeled <input type="checkbox"/>	Nothing <input type="checkbox"/>	
Female <input type="checkbox"/>	Unpractical <input type="checkbox"/>	Flat-heeled <input type="checkbox"/>	Little <input type="checkbox"/>	
<small>Note: For item 2, if excessive, approach Captain/Crew or Airline Staff.</small>				
<small>Printed name of Cabin Crew Member: _____ Tel: _____</small>				
Handbaggage				
1. No. of Items	2. Size	3. Weight		
One <input type="checkbox"/>	Standard <input type="checkbox"/>	Normal <input type="checkbox"/>		
More <input type="checkbox"/>	O / Size <input type="checkbox"/>	Excess <input type="checkbox"/>		
(Total) <input type="checkbox"/>		Approx. mass <input type="text"/> kg		
Passenger Step				
1. Pos at A/C door	2. Lighting	3. Stabilizers	4. Condition	5. Cleanliness
Correct <input type="checkbox"/>	Good <input type="checkbox"/>	Deployed <input type="checkbox"/>	Dry <input type="checkbox"/>	Yes <input type="checkbox"/>
High <input type="checkbox"/>	Poor <input type="checkbox"/>	Not Deployed <input type="checkbox"/>	Wet <input type="checkbox"/>	No <input type="checkbox"/>
Low <input type="checkbox"/>	Not Req. <input type="checkbox"/>			
<small>Name: _____ (Printed name of Cabin Crew Member)</small>				
<small>Contact name of Supervisor: _____ Tel: _____</small>				
Medical		Contact address of injured person / person missing injured		
1. Medical Asst. Requested	2. Referred to Hospital	Name: _____		
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Address: _____		
No <input type="checkbox"/>	No <input type="checkbox"/>	Tel. No.: _____		
<small>Note: Please include report form if relevant.</small>				
<small>Printed name of medical staff: _____</small>				
Compiled by:				
Name: _____		Department: _____		Tel. No.: _____
Witness: (signature) _____		Tel. No.: _____		
Asst. Manager to obtain report from:		Who to advise:		
Apron Services <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> Date: _____	1. Senior Manager SAA <input type="checkbox"/>		
Intelligent Services <input type="checkbox"/>		2. Airport Manager SAA <input type="checkbox"/>		
Medical Services <input type="checkbox"/>		3. OCC JNB <input type="checkbox"/>		
		4. Medical <input type="checkbox"/>		
		5. Airport Authority <input type="checkbox"/>		
		6. Ground Safety JNB <input type="checkbox"/>		

	AIRPORT OPERATIONS STATIONERY		
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Length: 297 mm

Width: 210 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Typek Bond, White, 80gsm.

3. Colours and Fonts

Printed in full colours one side only.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 500.

Division: Operations	Department Name: Airport Operations Procedures and Support Services	When printed this document is uncontrolled
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CHAPTER 9: BROCHURES

MISHANDLED BAGGAGE WALLET (AW630)

1. Mishandled Baggage Wallet Dimensions




Flat size: 210mm (h) x 198mm (w)

Folded size: 210mm (h) x 99mm (w)

Position all type and graphic elements as shown.

Note:

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The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Gloss White, 135gsm.

3. Colours and Fonts

Print in four colour CMYK process on both sides.

Die cut and folded.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 100.

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		Revision / Amendment Date	2016/05/19

DENIED BOARDING AND DOWNGRADE BROCHURE (AW621A)

1. Denied Boarding and Down Grade Brochure Dimensions

Position all type and graphic elements as shown.

**TERMS AND CONDITIONS
DENIED BOARDING VOUCHERS:**

1. Is valid for one year from date of issue;
2. Is not redeemable for cash, not-transferable and may not be purchased, sold, bartered for cash or used to pay for another passengers ticket or sold or traded on any auction website;
3. Is valid for a return airfare ticket in the same original denied boarding region and cabin class;
4. May not be used on any codeshare flights, SA Express, Airlink, Mango, any STAR Alliance partner or any other airline that SAA has an interline agreement with. Only South African Airways operated point to point flights will qualify;
5. Rerouting of the itinerary is not permitted once the tickets have been issued;
6. Once ticketed the Denied Boarding Voucher will be considered used;
7. Please note the reservation and ticketing cannot be arranged through a Travel Agency, payment may only be accepted at a South African Airways Ticketing Office.
8. The Denied Boarding Compensation will be in full and final settlement of all claims of whatsoever nature that arise out of the Denied Boarding;
9. Voyager members may not accrue miles on a flight booked with a Denied Boarding Voucher nor use the voucher to upgrade from a lower to a higher class of travel;
10. All travel is subject to SAA's conditions of carriage obtainable on the website www.flysaa.com;
11. Passengers are responsible for all statutory taxes and levies excluding YR taxes (Fuel Levy);
12. Lost, damaged or stolen Denied Boarding Vouchers will be dealt with in accordance with the lost ticket procedure;

I, _____
the undersigned, ID/Passport number _____
do hereby declare that I
have received complete information and understand the Denied
Boarding and Downgrade Compensation policy and accept the
compensation as full and final settlement of SAA's liability.
Flight Number Denied: _____
Date: _____ Signed at _____
on this _____ day of _____


Signature of Customer

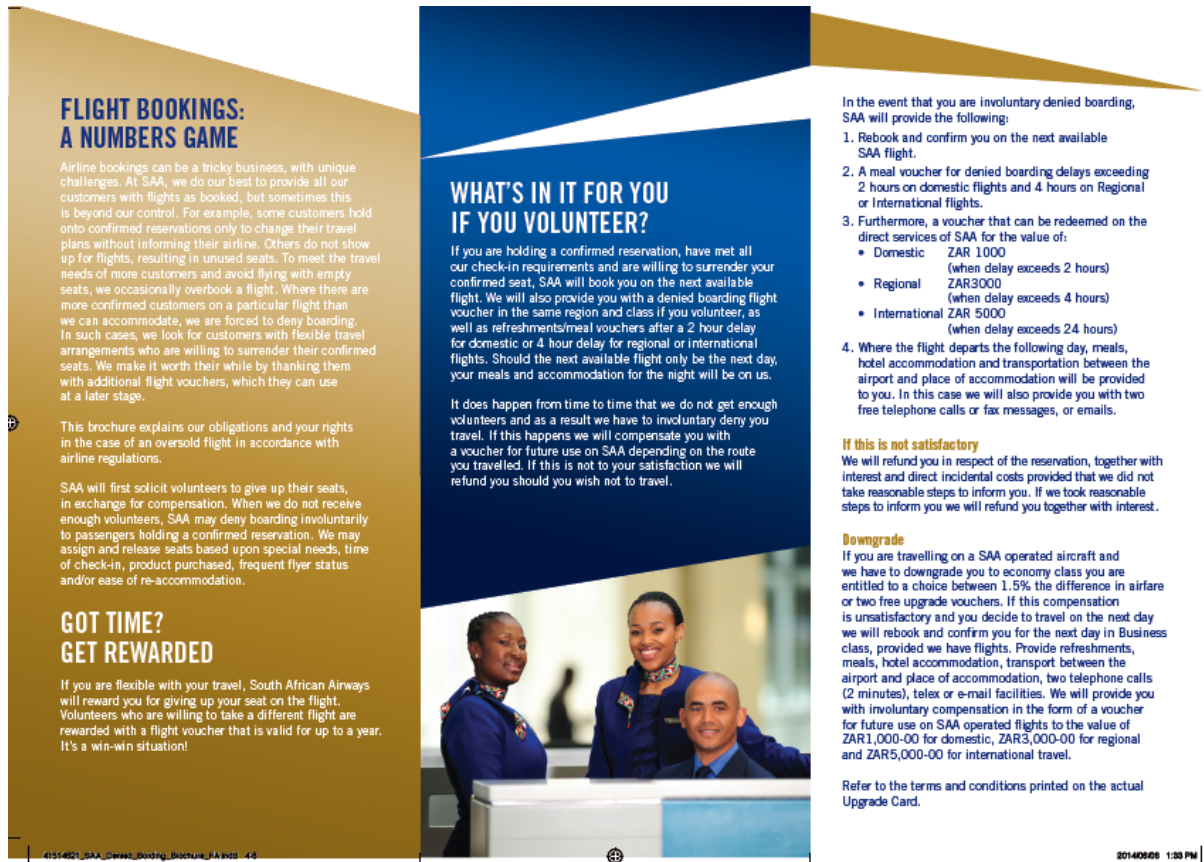
41514921_SAA_Denied_Bording_Brochure_FA.indd 1-3



The brochure design features a blue and gold color scheme. The top right corner displays the website flysaa.com. The main title 'DENIED BOARDING AND DOWNGRADE' is prominently displayed in large, bold, gold letters. Below the title, it specifies 'South Africa departures only'. The South African Airways logo is positioned at the bottom center, with the text 'A STAR ALLIANCE MEMBER' and the logo below it. On the left side, there is a section titled 'TALK TO US' providing contact information for South African Airways, including their address, phone number, and social media links for Facebook and Twitter. A QR code is also present, with a note to scan it with a smartphone for feedback.

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210mm (H) x 297mm (W)

Folded to DL

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Gloss White, 135gsm.

3. Colours and Fonts

Print in four colour CMYK process on both sides.


Die cut and folded.

5mm Bleed

4. Removable Stubs

None

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5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 100.

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COMMUNICABLE DISEASES AT YOUR DESTINATION BROCHURE (AW635)

1. Communicable Diseases At Your Destination Brochure Dimensions

Position all type and graphic elements as shown.



PUTTING YOUR COMFORT FIRST COMMUNICABLE DISEASES AT YOUR DESTINATION

South African Airways is bringing Africa to the World and the World to Africa. At some of our destinations, communicable diseases are prevalent and endemic to specific regions. For reasons of health and safety, we are responsible for informing you of certain requirements pertaining to your country of destination.

COMMUNICABLE DISEASES spread from one person to another or from an animal to a person. The spread often happens via airborne viruses or bacteria but also through blood or other bodily fluids.

YELLOW FEVER

Yellow Fever is an acute viral haemorrhagic disease. The virus is transmitted by the bite of an infected female mosquito such as *Aedes Aegypti*. Yellow Fever occurs in Sub-Saharan Africa and tropical South America. It may be difficult to tell apart from other diseases, especially in the early stages.

The signs and symptoms of Yellow Fever include:

- Fever
- Muscle pain with prominent headache
- Headache
- Stomach
- Loss of appetite
- Nausea and vomiting
- Tooth pain with severe fever where several body systems are affected, including liver failure and jaundice.

Yellow Fever vaccine

- The Yellow Fever vaccine must be given ten days before travel. Immunity to the Yellow Fever virus only commences ten days from the vaccine administration date.
- Please note that the vaccine is contraindicated to infants below 9 months, pregnant women, individuals with egg allergies and certain immunosuppressed individuals (including HIV infected persons with CD4 counts below 200).
- Passengers who are unable to produce a valid certificate of vaccination will either be placed under quarantine for a period not exceeding six days or refused entry into South Africa.

LIST OF COUNTRIES INCLUDING SOUTH AFRICA HAVE CHANGED YELLOW FEVER VACCINE VALIDITY TO LIFE.

These countries are highlighted on the map:

Changed to a lifetime	Changed to a lifetime
Angola	Benin
Cameroon	Botswana and Lesotho
Cote d'Ivoire	Sierra Leone
Ecuador	Guinea
Ghana	

Two communicable diseases of most concern at present are Malaria and Yellow Fever. Malaria occurs globally while Yellow Fever is prevalent in Africa and South America.

To assist passengers SAA will be checking the requirements for passengers leaving South Africa as they would be required to be in possession of the certificate on the return flight.

Passengers making a booking to or from these countries must be advised that they require a yellow fever vaccination certificate.

The yellow fever certificate is for individual use only and must be approved by the WHO.

Name, title, date of vaccination, official stamp and signature of professional vaccinator is important and must be verified.

Passengers that travel in the airport for less than 12 hours through the airport of a country with risk of Yellow Fever transmission do not require a vaccination certificate. Airport travellers exceeding 12 hours require a Yellow Fever vaccination certificate on entry into South Africa.

Travelers transiting through CDIA are also not required to have Yellow Fever Certificate as they are not entering the country, but merely transiting.

Completion certificate due to medical reasons will be allowed entry with the following conditions:

- Required to report any fever or other symptoms to health authorities
- Be placed under quarantine surveillance

International Health Regulations extended the validity of a certificate of vaccination against yellow fever from 10 years to life. This requirement will come into force only from July 2016, but several countries have started implementing these new rules. Country requirements are subject to change at any time. Updates can be found at: <http://www.who.int/yf>.

LIST OF COUNTRIES FOR WHICH A YELLOW FEVER VACCINATION CERTIFICATE IS REQUIRED FOR ENTRY INTO SOUTH AFRICA.

Countries that SAA services are highlighted here and on the map.

Angola	Central African Republic	Gambia	Argentina	Chad	Cham
Burkina Faso	Colombia	Guinea	Burkina Faso	Guinea-Bissau	Cote d'Ivoire
Burundi	Congo	Kenya	Burundi	Guinea-Bissau	Liberia
DRC	Democratic Republic of Congo	Mali	Cameroon	Guinea	Mali
Ethiopia	French Guiana	Niger	Equatorial Guinea	Gabon	Nigeria

Peru	Senegal	Togo	Paraguay	Principles	Sierra Leone
Peru	Senegal	Togo	Paraguay	Principles	Sierra Leone
Peru	Senegal	Togo	Paraguay	Principles	Sierra Leone



105mm (H) x 280mm (W)

Folded to DL

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Gloss White, 135gsm.

3. Colours and Fonts


Print in four colour CMYK process on both sides.

Die cut and folded.

5mm Bleed

4. Removable Stubs

None

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5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 100.

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CHAPTER 10: GENERAL

FINAL SLIPS (AW362)

1. Final Slip Dimensions

Position all type and graphic elements as shown.



OR TAMBO INTERNATIONAL AIRPORT
Final Slip
DEPARTURE CONTROLLER

AW362

FLIGHT NO:..... DATE:..... A/C REG:.....
P/BAY:..... BRD TIME:..... FINAL TIME:.....
TOTAL:..... DISPATCHER:.....
LAST PAX:..... LDG SUPERVISOR:..... TIME:.....
PAU PAX:..... SEAT NO:..... PAU PAX ON BRD:.....

SECTOR	ON/OFF LOAD	GENDER	BAG DETAILS	SEAT NO	CLASS	NAME

MOBILE/WEB C/I SEAT NO:

REASON FOR OFF LOADS.....

TIME..... SIGNATURE.....

The voucher book length: 160 mm

Width: 155 mm


Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

CB White, CFB Pink, CB Yellow, Milano Kraft Cover 180gsm.

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3. Colours and Fonts

Printed in black one sided only.

Collated (50 sets x 3 per pad)

Org: Departure Controller

Dup: Dispatch Officer

Trip: Loading Supervisor

Wraparound – Glue at head

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 10 pads.

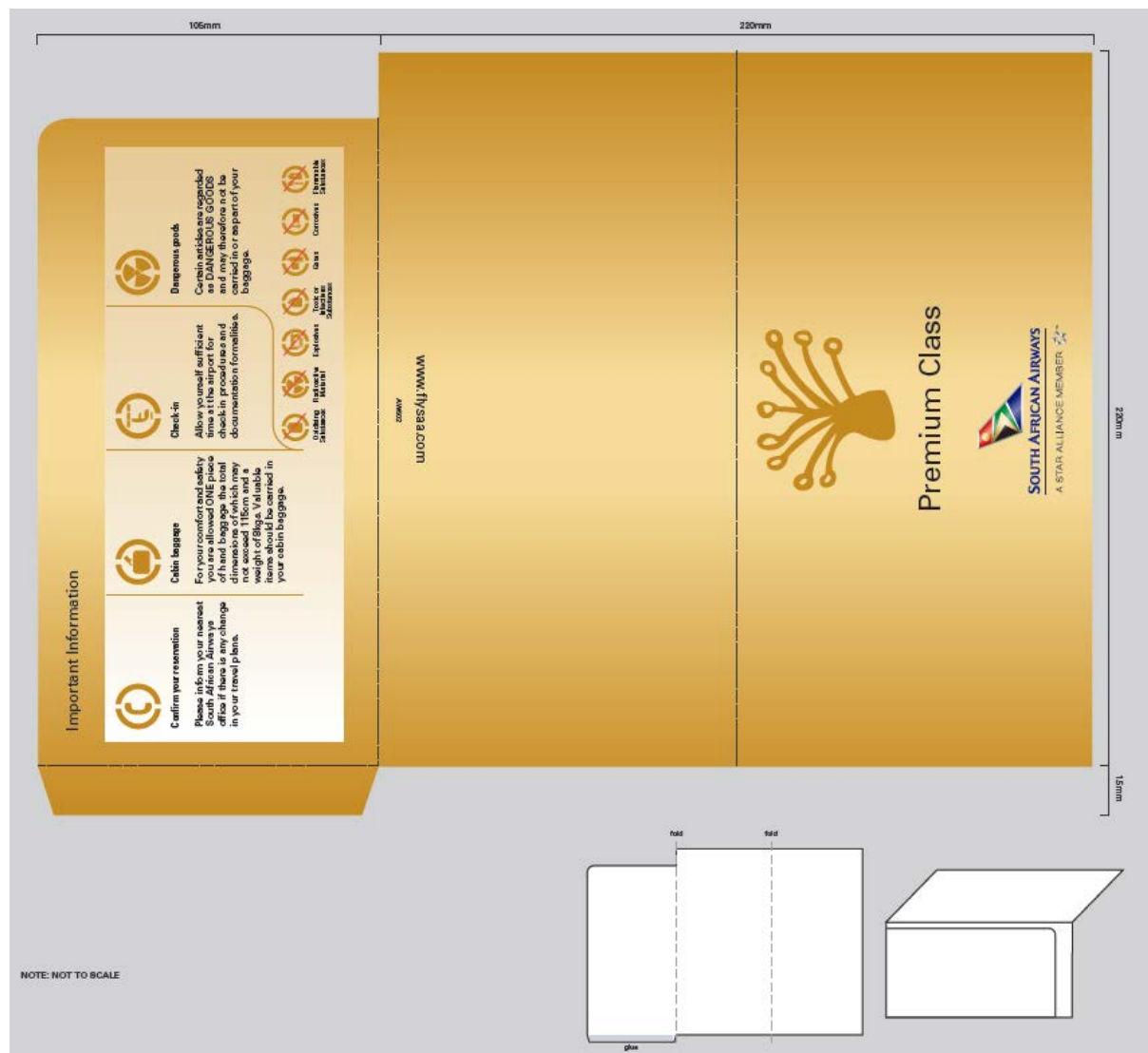
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PREMIUM CLASS TICKET WALLET (AW602)

1. Premium Ticket Wallet Dimensions

Position all type and graphic elements as shown.



Flat size: 325mm (h) x 235mm (w)
 Folded size: 110mm (h) x 220mm (w)


Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

150gsm Sappi laser pre-printed white. Matt white or similar.

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Di-cut as illustrated

3. Colours and Fonts

Print in four colour CMYK process on one side only.

Trimmed 2 x scores with a 3 part snap set affixed with double sided tape to 210mm side at the top of the holder.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

250 cards packed in plastic cellophane.

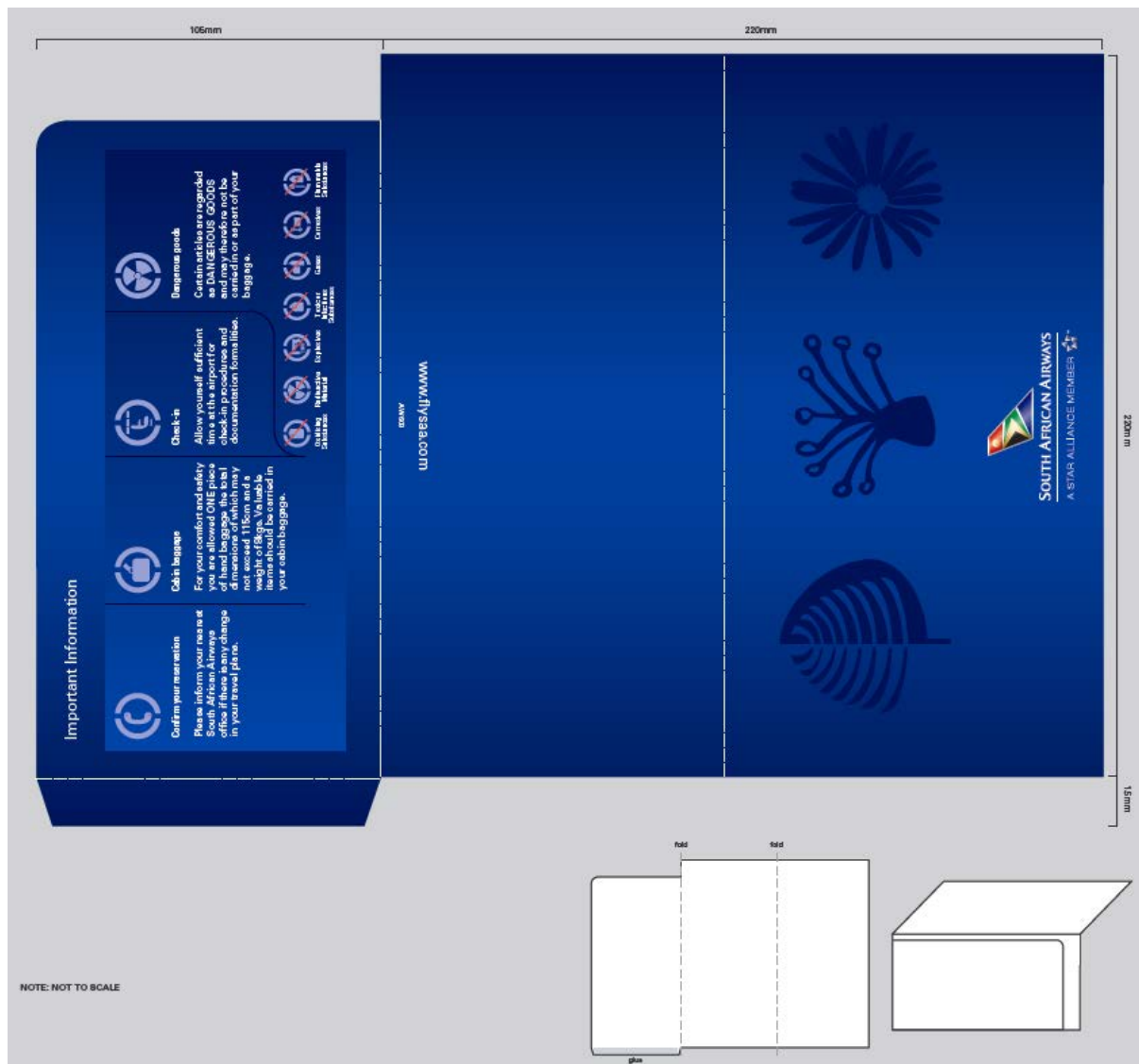
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TICKET WALLET (AW603)

1. Ticket Wallet Dimensions

Position all type and graphic elements as shown.



Flat size: 325mm (h) x 235mm (w)


Folded size: 110mm (h) x 220mm (w)

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

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2. Material Specifications

150gsm Sappi laser pre-printed white. Matt white or similar.

Di-cut as illustrated

3. Colours and Fonts

Print in four colour CMYK process on one side only.

Trimmed 2 x scores with a 3 part snap set affixed with double sided tape to 210mm side at the top of the holder.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

250 cards packed in plastic cellophane.

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RECEIPT BOOKS (AW126)

1. Receipt Book Dimensions

Position all type and graphic elements as shown.

 SOUTH AFRICAN AIRWAYS <small>A STAR ALLIANCE MEMBER</small>	TAX INVOICE VAT REG NO: 4260170990 South African Airways Private Bag X13 Kempton Park 1627	A149027 Date: _____
Name: _____		
Passenger VAT Reg No: _____		
Description of goods / services supplied: _____		

Amount payable excl. VAT		
VAT		
Total		

for South African Airways		

85 mm x 130 mm

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications


Gloss White, 135gsm.

3. Colours and Fonts

Print in four colour CMYK process on both sides.

Die cut and folded.

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4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Packets of 100.

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FIRE-ARM PLASTIC BAG (AW429)

1. Plastic Bag Dimensions




250mm x 140mm x 500mm

Position all type and graphic elements as shown.

Note:

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2. Material Specifications

White plastic

Di-cut as illustrated

3. Colours and Fonts

Printed in blue (Pantone 662) both sides on white plastic.

SAA Logo centre top.

Wording from top to bottom in the middle of the page:

CHECKED BAGGAGE

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

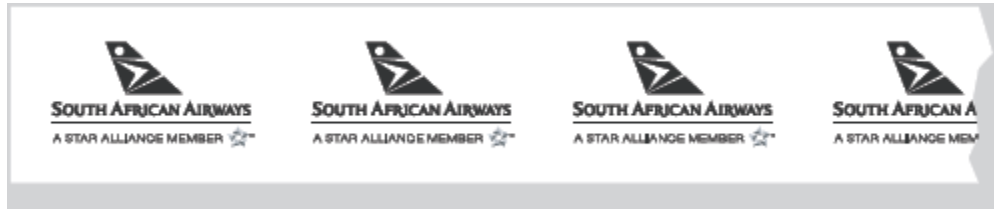
Packets of 500 bags.

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SAA TAPE (AW421)

1. SAA Tape Dimensions



48 mm x 50 mm

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Printed carton sealing tape, hot melt adhesive.

3. Colours and Fonts

Printed in one colour on clear tape.

4. Removable Stubs

None

5. Adhesives

None


6. Barcode

None

7. Packaging

Per roll

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FRAGILE GOODS STICKERS (AW657)

1. Fragile Goods Dimensions



150 mm x 100 mm

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Matt paper


3. Colours and Fonts

Printed in one colour.

4. Removable Stubs

None

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		Revision / Amendment Date	2016/05/19

5. Adhesives

None


6. Barcode

None

7. Packaging

250 labels per roll,

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THIS WAY UP STICKERS (AW658)

1. This Way Up Sticker Dimensions



152 mm x 100 mm

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Matt paper

3. Colours and Fonts

Printed in one colour.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

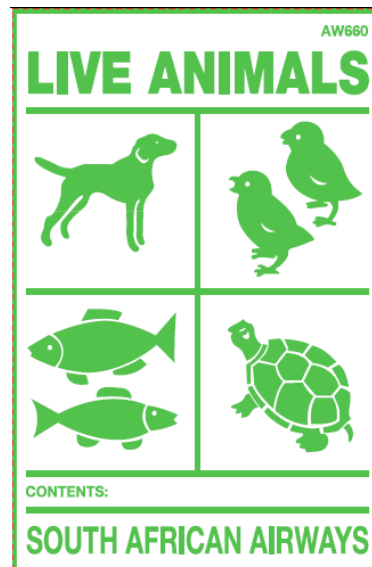
250 labels per roll,

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LIVE ANIMALS STICKERS (AW660)

1. Live Animals Dimensions



152 mm x 100 mm

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Matt paper

3. Colours and Fonts

Printed in one colour.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

250 labels per roll.

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PERISHABLE GOODS STICKERS (AW661)

1. Perishable Goods Sticker Dimensions



154 mm x 101 mm

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Matt paper

3. Colours and Fonts

Printed in one colour.


4. Removable Stubs

None

5. Adhesives

None

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6. Barcode

None

7. Packaging

250 labels per roll.

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GREEN T STICKER (AW170)

1. T- Sticker Dimensions



25mm in Diameter

Position all type and graphic elements as shown.

Note:

The illustration on this page should not be used for reproduction purposes.

2. Material Specifications

Clear Poliprop

3. Colours and Fonts

One colour print Green

4. Removable Stubs

None

5. Adhesives

None

6. Barcode

None

7. Packaging

250 Stickers per roll.

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