

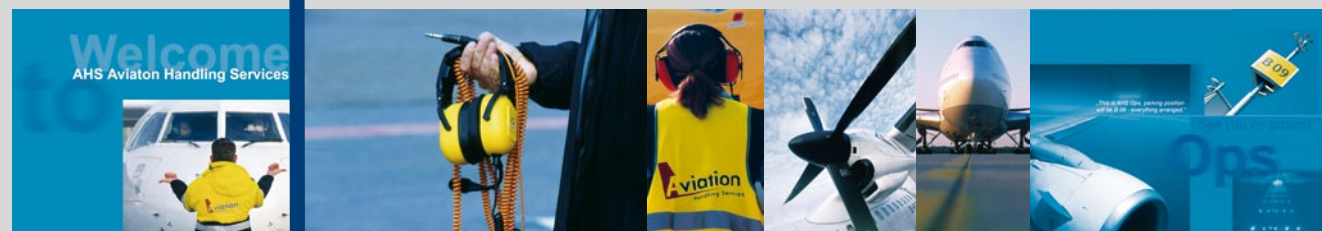
# SERVICE IN LINE



AHS



SLOT/CTOT – ACARS – PRESOM – MOVEMENT – FLIGHT-LOG –  
 HEADSET – NOTAM – DELAY – LATE-NIGHT-C/I – GOM – PASSENGER  
 – C/I-DESK – GATE – BOARDING – ONHAND – APRON – APPROACH  
 – COMMON-CHECK-IN – ONWARD – LOAD CONTROL –  
 WEIGHT&BALANCE – LOADSHEET – BOARDING-PASS – GATE-  
 READER – LABEL – AVIATION – WCHR – TICKETING – TRANSIT –  
 LOST&FOUND – LOUNGE – LOAD PLANNING – DISPATCH – CENTRAL  
 LOAD CONTROL – DE-ICING – DANGEROUS GOODS – PUSHBACK  
 – SUPERVISION – CARGO – CATERING – RUNWAY – DEPARTURE  
 CONTROL SYSTEM – TERMINAL – DEPARTURE – ARRIVAL –  
 BAGGAGE HANDLING – ULD-MANAGEMENT – AIRCRAFT SECURITY  
 – HANGAR – GATE – STOPOVER – AIR TRAFFIC SERVICE –  
 TURNAROUND – SCHEDULED FLIGHTS – IATA – ICAO CODE – TAKE  
 OFF – HUB – TRAFFIC – TERMINAL – WEIGHT&BALANCE – ZERO  
 FUEL WEIGHT – ONWARD – PAYLOAD – DISPATCH – INBOUND  
 – E-TICKETING – AIRPORT – INTERNET CHECK-IN – E-TICKETS  
 – SELF-SERVICE-KIOSK – TRIMSHEET – AIR FREIGHT – AIR  
 CARGO – JETWAY – RAMP – NONSTOP – AIRCRAFT – TRIP  
 FUEL – RAMP FUEL – BLOCK FUEL – NIGHTSTOP –  
 BRIEFING – BIZJET – SUPERVISION – LEAD AGENT –  
 GEAR PIN – SAFETY CHECK – HOLD LOCKERS –  
 COMPARTMENT – PALLET STOCK – CHOCKS –  
 GROUND POWER – AIR STARTER – POSITION



# JUST ONE NETWORK



ONE PARTNER



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AHS

Service is our business

## Passenger Handling

Flying is one of the most convenient ways to travel.

Fast, reliable and safe.

On ground – we will take over and make your passengers our guests.

From Check-In to Boarding – dedicated and attentive services will make your passengers feel at home, either for the start of a business trip or just going into holidays.

And on arrival – we meet & assist. Especially in case of irregularities, like delays or missing baggage. Our whole staff is looking forward to be your partner.

AHS Aviation Handling Services – Your business is our focus – we are taking care of that.



# JUST ONE SERVICE PARTNER FOR GROUND HANDLING

## Flight Operations

"AHS Operations – this is hotel-lima-foxtrot two-five-zero-eight. Estimated time of arrival is on schedule. Request full service. Two UM onboard – please arrange meet and assist. Can you give us our parking spot?"

"This is AHS Ops, parking position will be seven – everything arranged. See you on ground."

Our operational centre at each location is one of the keystones for managing your turnaround. Cockpit and cabin require a fast and reliable service.

An essential part to bring all services items into line is communication – between cockpit and ground, to coordinate all service activities around the aircraft, to have providers meet their delivery schedules – just everything in time.

As far as everything runs smooth...  
But - in case of irregularities our staff can show their dedication and skills. In non-routine matters, regarding all safety aspects, our flexible approach to bring all processes in line again – there you may find our strength and know-how best.

- Weight & Balance
- Load Control
- Ramp Supervision
- Cockpit-to-Ground Communication
- ULD Management
- Central Load Control

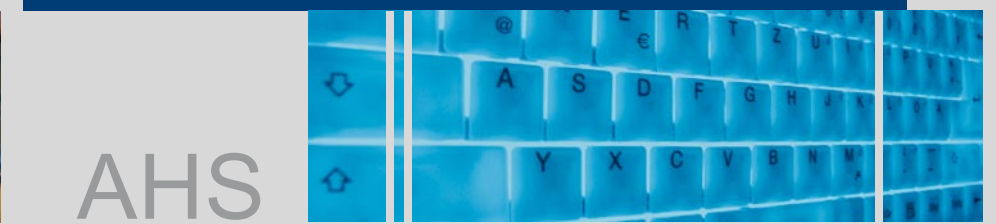


## Ticketing

The booming Internet bookings have changed the Travel & Ticketing market significantly over the last years. AHS Ticketing, operating Ticket Counter facilities at all their locations, is always a present partner in these changes and developments.

WEB – ETIX – MOBILE – TOD / PTA – Ad-hoc SALES  
...many ways – one solution – AHS Ticketing

Either airline dedicated solutions or Start/Amadeus bookings, from reservation to ticket print-out, Ticketing services which AHS guarantees passenger convenient handling and multiple ways to find your flight to each destination in focus.



## Ramp Services

"Team 15 to Station Control, Position B 40 cleared, aircraft Alpha-Yankee is off blocks. Team is ready for next order, please advise".

All partners on the ground are specialized to handle services from positioning the chocks to removing them. From providing the ground power, unloading and loading the aircraft to transport passengers in and out – the whole service chain will be in good hands.

"This is Station Control for Team 15, please proceed to position C 35, help is needed for bulk loading Hold 5, type B763, please bring appropriate conveyer belt with you – please confirm, when finished"

By using state-of-the-art equipment and having highly motivated teams, your ground service at the ramp will run smoothly. Advanced planning instruments and electronic support brings service deliveries on-time.

Less friction and high productivity is guaranteed with services out of one hand.



## Self-Service-Devices

Comfortable solutions – make your office or home to your check-in gateway.

With the AHS – WEB Check-In you will get the tool to make the ground service for your passengers more convenient. Less cueing, less stress – more time for passengers needing help and assistance. The guest prints out the boarding pass at home, direct access through passport control to the departure gate. Easy boarding procedures by scanning the coded boarding pass gives direct access to the aircraft. The flight can take-off now. Are you ready for the future?

Self-Service-Kiosks – one more way to avoid waiting time. With or without baggage, the self service kiosk may be your preferred option for check-in at the airport.

