SECTION 7: LOAD CONTROL AND AIRCRAFT DOCUMENTATION

Table of Contents
Section 7: Load Control and Aircraft Documentation ........................................... - 1 -
Chapter 1: Passenger Information List for Cabin Crew .......................................... - 4 -
  Scope .................................................................................................................. - 4 -
  General ............................................................................................................. - 4 -
  Standard Codes ............................................................................................... - 4 -
  Jump Seats ..................................................................................................... - 5 -
  Securing Of Load in Cabin ............................................................................ - 6 -
  Cabin Crew Responsibilities .......................................................................... - 6 -
  Specimen Of Passenger Information Documentation For Cabin Crew .......... - 7 -
Chapter 2: Container/Pallets Distribution Message .................................................. - 9 -
  Scope .................................................................................................................. - 9 -
  General ............................................................................................................. - 9 -
  Example Of A Container / Pallet Distribution Message (CPM) .................... - 9 -
Chapter 3: Last Minute Changes on Loadsheet ......................................................... - 10 -
  Scope .................................................................................................................. - 10 -
  General ............................................................................................................. - 10 -
  Definitions ....................................................................................................... - 10 -
  Entry Of Last Minute Changes ...................................................................... - 10 -
  Correction Of Balance Conditions ................................................................. - 11 -
  Responsibilities Of The Load/Departure Controller .................................... - 11 -
  Information Of Flight Crew ........................................................................... - 11 -
Chapter 4: Load Distribution Message ..................................................................... - 13 -
  Scope .................................................................................................................. - 13 -
  General ............................................................................................................. - 13 -
  Example Of A System Load Distribution Message (LDM) ......................... - 13 -
Chapter 5: Load Distribution Sheet .......................................................................... - 14 -
  Scope .................................................................................................................. - 14 -
  Definitions ....................................................................................................... - 14 -
  Ballast Weight ................................................................................................. - 14 -
  Example Of A Manual Loadsheet (AW224 / AW224A) ............................... - 15 -
  Example Of A System Generated Loadsheet .............................................. - 16 -
ACARS Loadsheet .................................................................................................................................................. 16 -
Example Of ACARS Load Sheet ......................................................................................................................... 17 -
ACARS Edno Number ........................................................................................................................................... 17 -
Significant Or Nil-Significant Changes .................................................................................................................. 18 -
Final Loadsheet ACARS ....................................................................................................................................... 18 -
Fallback -ACARS Unserviceable ......................................................................................................................... 18 -

Chapter 6: Loading / Off Loading Instruction Report .............................................................................................. 19 -
Scope ................................................................................................................................................................. 19 -
General ............................................................................................................................................................... 19 -
Loading Supervisor Instructions .......................................................................................................................... 19 -
Technical Malfunctions Limiting Load On Aircraft ............................................................................................... 20 -
Manually Prepared Forms ................................................................................................................................... 20 -
System Generated Loading Instruction Report ..................................................................................................... 21 -
System Generated Loading Instruction Report ..................................................................................................... 22 -
An Example of a Manual Loading Instruction Report .......................................................................................... 23 -

Chapter 7: Load Control ......................................................................................................................................... 24 -
Scope ................................................................................................................................................................. 24 -
Communicate Accurate Information .................................................................................................................... 24 -
Frequency ............................................................................................................................................................ 24 -
Radio Etiquette .................................................................................................................................................... 24 -
Precision Time Schedule ...................................................................................................................................... 24 -
Deadload Weight Statement ................................................................................................................................. 24 -
Special Load Notification To Captain (NOTOC) .................................................................................................. 25 -
Special Load Notification To Captain (Nil-NOTOC) ............................................................................................ 25 -
Late Changes To NOTOC After Presentation To Captain .................................................................................. 25 -
Example Of NOTOC .......................................................................................................................................... 26 -
Fuel Order ............................................................................................................................................................ 27 -
Fuel Order (Crew Requirements) ........................................................................................................................ 27 -
Fuel Change after Issue of Load Sheet ................................................................................................................ 27 -
Documentation on Flight Files ............................................................................................................................ 27 -
Completion of Final Slip ....................................................................................................................................... 28 -
Ground Staff Responsibilities ............................................................................................................................... 28 -
Ramp Agent Responsibilities ............................................................................................................................... 28 -
Retention Of Traffic And Accounting Documents .............................................................................................. 28 -
Heat Switch Settings ................................................................. - 28 -
A340-600 .................................................................................. - 29 -
A340-300 .................................................................................. - 29 -
A320 ......................................................................................... - 29 -
A319-100 .................................................................................. - 29 -
Weight and Balance Data ........................................................... - 29 -
Training ..................................................................................... - 30 -
Non Standard Customer Load Procedure .................................. - 30 -
CHAPTER 1: PASSENGER INFORMATION LIST FOR CABIN CREW

Scope

1. This chapter of the manual focuses on the procedures applicable to the information which must be reflected on the passenger information sheet for Cabin Crew.

General

2. The Passenger Information List for Cabin Crew (or the Passenger Handling Advice) reflected any specific information pertaining to passengers, for the use of cabin crew and offline stations must be completed by station employees for all flights and for each sector.

3. Load Control sends a load sheet and NOTOC to the aircraft. Airport Operations staff must print any other documentation for the crew.

4. When there is no pertinent information, a “NIL” entry should be reflected.

5. Stations linked to the System must only produce the printed Passenger Information List for use by the cabin crew.
   a. SHORTHAUL: display the seat plan list for all commented passengers including transit passengers.
   b. LONGHAUL: display the seat plan for all Business class seats plus all commented passengers in all classes including transit passengers.

Standard Codes

6. The following specialised information should always be reflected, using the standard codes listed:

7. SPECIAL MEALS
   - AVML Asian Vegetarian Meal
   - VGML Vegetarian Meal
   - KSML Kosher Meal
   - MOML Moslem Meal
   - HNML Hindu Meal
   - NSML No salt added Meal
   - ORML Oriental Meal
   - BBML Infant / Baby Meal
   - SFML Sea Food Meal
   - SPML Special Meal (requirements not covered by specific code to be followed by details). Airlines will action special meal requests only on those segments on which they provide a meal service. Only requests for SPML may contain specific food items.
   - CHML Child’s Meal
   - DBML Diabetic Meal
   - FPML Fruit Platter
   - VLML Vegetarian Meal (Lacto-ovo: allows milk & eggs)

8. MEDICAL CASES
   - MEDA Medical Case
   - STCR Stretcher Case
   - WCHR Wheel chair – R for Ramp. Passenger can make own way
   - WCHS Wheel chair – S for Steps. Passenger requires assistance
   - WCHC Wheel chair – C for Cabin. Passenger immobile
9. INFANTS AND CHILDREN

- BS: Skycradle Position Booked / Bassinet
- INF: Passenger travelling with an infant
- UM 08: Unaccompanied Minor followed by age e.g. age 8 years.
- UM: Unaccompanied Minor under escort
- ESCORT: Unaccompanied Minor under escort
- YP: Young Person (12 – 15 years of age)

10. OTHER CATEGORIES

- VIP: Very Important Passenger (to include full details)
- FQTV: Frequent Traveller
- EXST: Extra Seat Paid for
- SPKS ‘FRENCH: Only speaks foreign language
- DEPA: Deportee – accompanied by an escort
- DEPU: Deportee unaccompanied
- INVO U / G: Involuntary upgrade
- INVO D / G: Involuntary downgrade
- QMGR: Queens Messenger
- DIP COURIER: Diplomatic Courier
- DOG IN HOLD: Passenger has dog in hold
- DOG IN CABIN: Passenger has dog stowed in the aircraft cabin
- CBBG: Cabin Baggage

11. Passenger names should be inserted in all cases.

12. Stations should also include employee passengers with their category and priority. These include passengers travelling on crew seats. They must be included in class of travel and remarks on the loadsheet must reflect e.g. 1 PAX on crew seat or 1 PAX in cockpit.

13. If any passenger warrants special attention but no adequate code exists, use plain language that can be easily understood. In addition, the comment column should be used to indicate any disgruntled passengers, so that everything possible can be done in flight and on the ground to mollify them.

Jump Seats

14. Only jump seats authorized by the captain, communicated via VHF or Flight Dispatch may be actioned for loading. Refer to the FOM and CCMM for more information.

15. Jump seat authority must be inserted under flight comments.

16. Jump seats cannot be given to revenue paying passengers.

17. Only the captain can give authority for a jump seat.

18. All authorisations and loading must be completed 30 minutes before departure for domestic, 45 minutes for regional and international.
19. All personnel with tickets must present themselves at the check-in counters for normal check-in procedures. They will be loaded at the counters and issued with a boarding pass and must board the flight through the boarding gates.
   a. All personnel travelling as operating crew must contact the flight control centre to be included under the operating crew totals and must be in full uniform.
   b. All jump seat requests must be done at the flight deck control centre on 011 978 5280.

**Securing Of Load in Cabin**

20. Cargo may only be carried in a passenger compartment if it is stowed and secured on an approved cargo bin or seat container certificated to withstand specific load factors; the bin shall be attached to the seat track/floor structure, the seat container to the passenger seat; maximum loading limits shall be observed. Cabin loading shall be completed prior to boarding passengers. Emergency exits shall not be obstructed. Installations are not permitted in a position that obscures any passenger’s view of any required ‘seat belt’ or ‘no smoking’ or ‘exit’ sign, nor in a location that restricts access to or use of any required emergency exit equipment or exit, or of the aisle. Nor shall the equipment hinder egress or impair the cabin crew’s view.

21. For hand baggage, each item carried in a cabin must be stowed in a location that is capable of restraining it.

22. Mass limitations placard on or adjacent to stowage’s must not be exceeded.

23. Under seat stowage must not be used unless the seat is equipped with a restraint bar and the baggage is of such size that it may adequately be restrained by this equipment.

24. Refer to the Cabin Crew Manual for more information.

**Cabin Crew Responsibilities**

25. No amendments should be made to the Passenger Information List for Cabin Crew.
Specimen Of Passenger Information Documentation For Cabin Crew

Development: SA

Printed by: SA

Print Order: 100

Page Number: 7

Revision / Amendment Number: 4.4

Revision / Amendment Date: 2019/04/01

Division: Operations

Department: Airport Operations Procedures and Support Services

When printed this document is uncontrolled
CHAPTER 2: CONTAINER/PALLETS DISTRIBUTION MESSAGE

Scope

1. This chapter of the manual focuses on the procedure applicable to the correct completion of the Container / Pallet distribution message.

General

2. The container / pallet distribution message is intended to:
   a. Enable the next station to provide adequate equipment and manpower for handling containers and pallets.
   b. Reflect the position of containers and pallets to be off loaded.
   c. Reflect the contents of containers and the mass of pallets.
   d. Reflect the distribution of containers and pallets in hold compartments as well as the remaining volume in the containers available for joining load on multi-sector flights.

Example Of A Container / Pallet Distribution Message (CPM)
CHAPTER 3: LAST MINUTE CHANGES ON LOADSHEET

Scope

1. This chapter of the manual focuses on the procedure applicable when last minute changes are effected on the loadsheet.

General

2. The loadsheet must reflect the actual loaded state of the aircraft prior to take-off. In order to comply with this requirement, it is often necessary to adjust the loadsheet after completion. Such adjustments are called last minute changes (LMC).

3. They are usually affected at the aircraft’s side and mostly at a short notice. Because of the risk of making errors under such circumstances, great care and attention are demanded from those making the corrections.

4. Only Employees trained and experienced in load control may perform this duty. (Certification must be done every two (2) years for the Load Controller to remain current. The Training Department keeps record of Load/Departure Controllers certified for different aircraft types)

Definitions

5. “Traffic Load LMC” means the difference between:
   a. The actual load changes according to the Loading Instruction Report and the relevant figures on the Loadsheet.
   b. The actual number of passengers according to the gate check and the relevant figures on the loadsheet.

6. “FUEL LMC” means the difference between the final amounts stated on the fuelling order and the respective amounts used for the calculations on the loadsheet.

Entry Of Last Minute Changes

7. Traffic Load - in general, only changes in the weight of the traffic load (passenger, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet. However, in addition to the load categories mentioned above, changes to items absorbed in the DOW such as crew, crew baggage, pantry, potable water, ballast fuel, etc. may also be entered in the LMC box. The total weight change represented by the LMC entries must be shown in the LMC total box. A weight increase must not exceed the underload before LMC. LMC changes must conform to the weight and balance manual procedures.

8. Carriers may, for company policy reasons establish tolerances for the correction of the previously calculated zero fuel take-off and landing weights.

9. Fuel LMC's must not be entered in the LMC box. In order to ensure that the maximum gross weights are not exceeded, the previously calculated take-off and / or landing weights must be adjusted by the amount of the fuel LMC. These adjustments should be carried out, irrespective of whether the new take-off and trip fuel are higher or lower than the previous figures. New load sheet must be provided the pilot.

10. Traffic Load and Fuel - If the LMC consists of traffic load and fuel changes, the zero fuel weights must be adjusted by the total weight of the traffic load LMC, and the take-off and landing weights must then be calculated again with the new fuel and traffic load figures.
Correction Of Balance Conditions

11. Balance conditions should basically be corrected if they are affected by last minute changes. However, carriers should establish tolerances for such changes.

12. The previously calculated balance conditions need not be corrected if the changes in the number of passengers and/or in the weight of the deadload do not exceed the LMC tolerance specified in the weight and balance manual for the aircraft type concerned.

13. Carriers should provide correction tables for LMC procedures in the weight and balance manuals or balance charts.

Responsibilities Of The Load/Departure Controller

14. After completion of the LMC entries on the loadsheet, the Load/Departure Controller must check that:
   a. The maximum gross weights (ZFW, TOW, and LDW) applicable for the flight are not exceeded.
   b. The maximum weight limitation of each compartment or ULD position and, if applicable, the limitations for combined load, cumulative load and asymmetrical load are not exceeded.
   c. The calculated centre of gravity at TOW and, if applicable, at ZFW and LDW is within the permitted limits.

Information Of Flight Crew

15. Normally the loadsheet presented to the Pilot in Command should include all last minute changes. These should be reflected as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.

16. NOTE: If Automated load sheets are issued, it is advisable to adjust the passenger and load figures before the final version is printed.

17. Alternative Procedures - Before presenting the loadsheet to the pilot in command, the Load/Departure Controller should check the loadsheet for accuracy and establish whether the fuel figures correspond to those shown on the fuelling order.

18. If last minute changes are conveyed to the flight deck crew separately this may be done either verbally or in writing.

19. The method to be employed must be agreed upon before with the Pilot in Command.

20. Employing both methods for the same flight should be avoided as this can easily lead to confusion and time lost on clarification.

21. Last minute changes are to be communicated to the flight deck crew only after the Load/Departure Controller has entered all changes and corrections on the loadsheet copies retained on the ground and after he/she has carried out the checks.

22. Flight deck crew may be informed verbally of last minute changes either directly or by using the internal communications facilities of the aircraft (interphone, inter communication system), or by radio communication.

23. In cases where last minute changes are conveyed verbally to the flight crew, the following details should be recorded in writing:
   a. The name of the agent.
   b. The time of transmission.
c. Confirmation that the flight crew has acknowledged the changes.

24. There are no LMC procedures for ACARS load sheets. Final ACARS load sheet must be transmitted when all items were finalised. No manual changes can be made on an ACARS load sheet.
CHAPTER 4: LOAD DISTRIBUTION MESSAGE

Scope
1. This chapter of the manual focuses on the procedure applicable to the completion and distribution of load distribution messages.

General
2. The Load Distribution Message (LDM) is issued by Load Control and supplies information to the loading supervisor at down line stations on how the load has been distributed in the aircraft. Mostly for bulk loaded aircraft.
3. The loading supervisor must reflect the load distribution on the load plan as per loading instruction report.
4. The loading supervisor’s hand writing on the loading instruction must be clear and readable.
5. Load Control must reflect all items loaded in the hold on the LDM and CPM before it is sent to the destination.
6. Although the loading supervisor at the down line station(s) will use the Container / Pallet Distribution Message (CPM), the (LDM) may serve as additional information.
7. In the event of a manual situation a telex must be forwarded to the down line station(s). The format of the system LDM can be used.

Example Of A System Load Distribution Message (LDM)
CHAPTER 5: LOAD DISTRIBUTION SHEET

Scope

1. This chapter of the manual focuses on the various categories of load distribution sheet.

Definitions

2. The Load Distribution Sheet is an official legal document which must be completed in accordance with prescribed IATA standards. This documentation contains the necessary data per flight, as required by the Pilot in Command, to ensure that the aircraft is within operational weight and balance limitations and requirements and that the safety of the aircraft and its occupants are not in danger.

3. The carrier business rules i.e. productivity, fuel efficiency must be considered.


Ballast Weight

5. Ballast weights are primarily used on South African Express Airways flights; this is to restore the balance an aircraft.

6. South African Express Airways supply the ballast weights (wheels) to be used. Every six months SA Express Airways will reweigh all ballast weights.

7. SA Express Airways will keep a record of the number and actual weight during reweighing.

8. Stock control will be performed by SA Express Airways to ensure that each station have sufficient stock (ballast).

9. These weights (wheels/ballast) are safely stored and protected against weather by South African Express Airways.

10. The Load/Departure Controller indicated on the L.I.R. the required amount of ballast to be load on the aircraft.

11. The Load/Departure Controller will confirm all ballast weight request with SA Express Airways GOCC.

12. Whenever ballast is loaded it shall be reflected on the load sheet and the amount weight on the load sheet will match that of the ballast actually loaded on the aircraft.

13. The ballast are clearly marked SA Express Airways and each wheel (ballast) weighs 25kg.
Example Of A Manual Loadsheet (AW224 / AW224A)

<table>
<thead>
<tr>
<th>SOUTH AFRICAN AIRWAYS LOADSHEET &amp; LOADMESSAGE PASSENGER / AIRCRAFT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL WEIGHTS IN KILOGRAMS</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>BASIC WEIGHT AND INDEX SECTION</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>MAX WEIGHTS FOR</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ZERO FUEL</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TRIP FUEL : WATER INJECTION LESS TAXI</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>OPERATING WEIGHT</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>OPERATING TRAI LOAD</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>BASIC NUMBER OF PASSENGENS</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>CARGO COMPT WEIGHT DISTRIBUTION AND CLASS TOTALS SECTIONS</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>A/C OPERATING AND WEIGHT LIMITATIONS SECTION</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>CORRECTIONS CHECK LMC TOTAL WITH UNDERLOAD (% MAC % STAB)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ALLOWABLE TRAFFIC LOAD</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TOTAL TRAFFIC LOAD</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>DRY OPERATING WEIGHT</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ZERO FUEL WEIGHT</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TAKE OFF FUEL: WATER INJECTION LESS TAXI</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TAKE OFF FUEL: WATER INJECTION</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>LANDING WEIGHT</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>OFFICER RESPONSIBLE FOR TRIM</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>PILOT IN COMMAND SIGNATURE</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>LOAD DISTRIBUTION SHEET EXAMINED</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>(REV. DATE : JUNE 1992)</td>
</tr>
</tbody>
</table>

When printed this document is uncontrolled
Example Of A System Generated Loadsheet

<table>
<thead>
<tr>
<th>LOADSHEET CHECKED</th>
<th>APPROVED</th>
<th>EDNO</th>
</tr>
</thead>
<tbody>
<tr>
<td>WEIGHTS IN KILOGRAMS</td>
<td>11131</td>
<td>42</td>
</tr>
<tr>
<td>A/C REG</td>
<td>104/97/18/1</td>
<td>4</td>
</tr>
<tr>
<td>CREW</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>DATE</td>
<td>3/10/07</td>
<td></td>
</tr>
<tr>
<td>39L VAC</td>
<td>240/30</td>
<td></td>
</tr>
<tr>
<td>30L CGC</td>
<td>5/0</td>
<td></td>
</tr>
<tr>
<td>4/1672</td>
<td>0/0/0</td>
<td></td>
</tr>
</tbody>
</table>

LOADS

<table>
<thead>
<tr>
<th>COMPARTMENTS</th>
<th>WEIGHT</th>
<th>DISTRIBUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSENGER/CABIN BAG</td>
<td>181.87</td>
<td>180.27</td>
</tr>
<tr>
<td>TOTAL TRAFFIC LOAD</td>
<td>29738</td>
<td></td>
</tr>
<tr>
<td>ZERO FUEL WEIGHT</td>
<td>150600</td>
<td></td>
</tr>
<tr>
<td>TAKE OFF FUEL</td>
<td>88340</td>
<td></td>
</tr>
<tr>
<td>TAKE OFF WEIGHT</td>
<td>255400</td>
<td></td>
</tr>
<tr>
<td>LANDING WEIGHT</td>
<td>180100</td>
<td></td>
</tr>
<tr>
<td>BALANCE AND SEATING CONDITIONS</td>
<td>LAST MINUTE CHANGES</td>
<td></td>
</tr>
<tr>
<td>BI</td>
<td>311.6</td>
<td></td>
</tr>
<tr>
<td>LIZFW</td>
<td>348.3</td>
<td></td>
</tr>
<tr>
<td>MAGFW</td>
<td>31.1</td>
<td></td>
</tr>
<tr>
<td>LITFW</td>
<td>351.8</td>
<td></td>
</tr>
<tr>
<td>MACTOW</td>
<td>32.6</td>
<td></td>
</tr>
<tr>
<td>MAGC</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>MAGF</td>
<td>3.0 UP</td>
<td></td>
</tr>
<tr>
<td>STA</td>
<td>160.98</td>
<td></td>
</tr>
<tr>
<td>SEAT</td>
<td>160.1</td>
<td></td>
</tr>
</tbody>
</table>

UNDERLOAD BEFORE LMC | 11807.0 |
LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC | |
TAKI FUEL | 420 TAXI WGT | 253500 |

ACARS Loadsheet

14. Wherever a loadsheet is transmitted to an aircraft for printout via ACARS (Aircraft Communications Addressing and Reporting System), the format as defined in the Airport Handling Manual (AHM) shall be used. The ACARS loadsheet format is specially designed to provide only essential data.

15. ACARS - Aircraft Communications Addressing and Reporting System - is now part of South African Airways procedure for all the transmissions of Final Weight and Balance data to ACARS equipped aircraft. Non-ACARS fitted aircraft will receive this information via hard copy documentation at the departure airport.
16. A prelim and final ACARS must be sent to each aircraft. The final ACARS may only be sent once all passengers are onboard and all last minute changes were finalised. The copies of the loadsheet and final ACARS must be kept on the flight files.

17. The ACARS load sheet will indicate to the Captain if there is a NOTOC for the flight by showing NOTOC: Yes or No at the end of the load sheet.

18. A copy of the loadplan/ACARS Loadsheet and NOTOC must be kept on file.

**Example Of ACARS Load Sheet**

```
CMD
AN ZS-SXC/GL JNB/MA 002A
- LOADSHEET FINAL 1939 EDNO1
SA234/08 08APR15
JNB LHR ZS-SXC 3/10
ZFW 165092 MAX 181000
ZFW ONE-SIX-FIVE-ZERO-NINE-TWO
TOP B8580
TOW 253672 MAX 265450 L
TOW TWO-FIVE-THREE-SIX-SEVEN-TWO
TIF 73450
LAW 180222 MAX 192000 L
UNDLF 11778
PAX/32/187 TTL 220
PAX 229 PLUS 1
BI 315.6
DOI 309.1
LITFW 351.2
LITOW 358.7
MACZFW 35.7
MACZFW THREE-FIVE-DECIMAL-SEVEN
MACFW 33.0
MACFW THREE-DECIMAL-ZERO
STAB: STANDARD 2.9 UP
FUEL DENSITY 0.8
STANDARD FUELING 89000
A20 B98 C101
SEATROW TRIM
S/W B1 128900 BI 315.6
DOW 139322 DOI 309.1
SERVICE WEIGHT ADJUSTMENT WEIGHT/INDEX
ADD
LHR AMENITY KIT
50 0.4
LHR POTABLE WATER
1050 5.6
DEDUCTIONS
NIL
PANTRY CODE  M PANTRY EFFECT 3722 / 4
.3 - CREW CODE STANDARD CREW EFFECT 1510
/ 7.4 -
LHR FIRE 4294 P05 0
BAG 4172 TRA 0
LOAD IN CPTS 0/0 1/661 2/1974 3/6824 4/
2121 5/0
CAPT FERRI
PAX WEIGHTS USED M97 P77 C35 I0
CHECKED BAGGAGE PIECES LHR 1/F/30
LHR 3/6/105 4/B/76/7/29
340-300
PREPARED BY SACHIN/BNYRDDOYAL 27 011
9785439
NOTOC: YES
```

**ACARS Edno Number**

19. The EDNO number that appears on the ACARS load sheet is for reference purposes only.
20. The EDNO number of the ACARS load sheet on the flight file MUST match the Edition number of the ACARS load sheet held onboard the aircraft. If this is not the case, the pilot must be provided with the correct load sheet.

**Significant Or Nil-Significant Changes**

21. Tolerances in the system distinguish between "NIL-SIGNIFICANT CHANGES" and "SIGNIFICANT CHANGES" based on Provisional Zero Fuel Weight Vs Actual Zero fuel Weight. The term SIGNIFICANT-CHANGES indicate to the crew that they may have to revise their take-off speeds that have been set on the basis of the Provisional Loadsheet.

**Final Loadsheet ACARS**

22. It is recommended that only qualified load control employees should initiate transmission of the ACARS loadsheet. Each load sheet so transmitted will indicate “Prelim” or “Final” in order to avoid confusion. The ACARS load sheet is generated by an automated system.

23. Prelim ACARS loadsheet will be transmitted as follows:
   a. Wide body aircraft to minus 40 minutes – all routes
   b. Narrow body aircraft to minus 20 minutes – all routes

24. The “Final” loadsheet should be transmitted at a time, which ensures that no further adjustments to the load figures have to be made. Carriers should make provision for transmission of the “Final” loadsheet after doors close.

25. For those aircraft that are ACARS fitted, the final figures will print direct to the aircraft.

26. Currently all SAA aircraft are ACARS fitted.

**Example of Final ACARS**

![Example of Final ACARS](image)

**Fallback - ACARS Unserviceable**

27. In the event of an ACARS failure, Load/Departure Control will call the aircraft on the Load/Departure Control Frequency and advise the crew accordingly, hard copy loadsheet to be signed by the Captain.
CHAPTER 6: LOADING / OFF LOADING INSTRUCTION REPORT

Scope

1. This chapter of the manual focuses on the procedures applicable to the correct completion of loading/off instruction reports.

General

2. The Loading/Off Loading Instruction Report is a means of communication between the Load/Departure Controller and the Loading Supervisor and serves the following purposes:

   a. For the Load/Departure Controllers to communicate loading instructions to the Loading Supervisor.
   b. For the Loading Supervisor to receive written instructions pertaining to the load distribution in the aircraft. The Loading Supervisor must confirm that he/she has loaded the aircraft in accordance with instructions and, furthermore, to report any deviations.

3. The loading instructions should be clear and must be strictly adhered to, as the consequences of an incorrect weight distribution over the compartments could jeopardise the safety of the aircraft.

4. The report must reflect to what extent the Loading Supervisor deviated from the instructions in order for the Load/Departure Controller to correct the distribution before providing the load sheet to the pilot.

5. The Load Distribution sheet must clearly indicate when South African Airways are not allowed to carry revenue or non-revenue cargo and/or mail. The Load/Departure Controller must ensure that this instruction is followed and Cargo must close the specific flight for cargo and mail.

6. The Loading Instruction Report can either be system generated or manually prepared e.g. hand written.

7. Load planning must be done in accordance with the Weight and Balance Manuals as well as the IATA Airport Handling Manual AHM 590. Care must be taken to ensure that all originating and en-route aircraft load is taken into consideration.

8. Load planning must be done in accordance with the CSM Section 3 Chapter 2 to ensure that certain load (baggage) is readily accessible on arrival. Special loads must be planned in accordance to restrictions, maximum quantities, and separation and segregation requirements. Codes for Special Loads must be reflected as per AHM 505, 510, 536 to identify those types of loads which require special handling and/or treatment.

Loading Supervisor Instructions

9. Loading Supervisors shall be at the aircraft parking bay in accordance with the Precision Time Schedule (PTS).

10. Before the start of the loading the Supervisor must call / radio the Load Controller to introduce themselves and verify / ask the following:

   a. Loading Instruction Report number.
   b. Aircraft Registration.
   c. Date
d. Radio number of the Load Controller and advise Load Controller of his / her radio number and of any challenges that could be foreseen.

11. Once the loading of the aircraft has commenced, the Loading Supervisor will be required to do a “Partial Read Back” to the Load Controller concerned.

12. The Final Read Back of the loading process must be done as follow:
   a. Wide body aircraft – 15 minutes before departure.
   b. Narrow body aircraft – 10 minutes before departure.

13. The Loading Supervisor will ensure he / she is supervising the actual loading of the aircraft at all times.

14. No aircraft will push back before the Final Read Back is done.

Technical Malfunctions Limiting Load On Aircraft

15. The following procedure is to be adopted whenever technical malfunctions are discovered which could limit the load that the aircraft can legally carry.

16. When defects are discovered the loading supervisors MUST report it. This includes all missing / damaged items of the aircraft restraint system, unserviceable doors, stops and locks etc.

17. Report the technical malfunction to the pilot, Load Controller and Station Engineer for further action.

18. Inform the local Ramp Agent or other SAA designated authority (GOCC), who should arrange for the full details to be sent to Aviation Safety section via a safety report.

19. The Load/Departure Controller must adhere to any resulting load limitations in accordance with the Captain/Engineering or other appropriate authority's instruction. Refer to section 4 in the weight and balance manual.

20. The Load/Departure Controller is responsible to inform the onward station of the load limitations in accordance with the above instructions if the defect cannot be rectified before departure.

21. Note: Technical malfunctions can cause limitations to the carriage of load on an aircraft and must be considered an important safety factor. SAA employees and service providers must ensure that whenever observed, they are brought to the immediate attention of the Captain/Engineer or GOCC.

Manually Prepared Forms

22. The Loading Instruction Report Form contains:
   a. A header line.
   b. A sketch of the compartment layouts with compartment doors indicated.
   c. An arrival instruction portion, to be completed by the Load/Departure Controller to inform the Loading Supervisor about the incoming load details for intermediate stops on multi-sector and/or transit flights only.
   d. A loading report portion to be completed by the Loading Supervisor, to confirm that the aircraft has been loaded in accordance with given instructions.
   e. Loading Supervisors are not permitted to deviate from the instructions unless confirmation has been obtained from the Load/Departure Controller.
   f. Deviations from the instructions must be clearly stated on the report.
g. A special instruction portion to be completed by the Load/Departure Controller to instruct the Loading Supervisor about any other information which might be considered essential for a safe and optimum load handling.

h. This includes passenger loads that do not comply with specific aircraft loading weight allowances. See AHM 510 and 514. In these instances Check-in will contact Departure Control by phone and inform of e.g. golf bags, sport teams.

i. The maximum weight of each compartment.

j. The L.I.R. must be signed by the Loading Supervisor to confirm that the aircraft has been loaded in accordance with the instructions, and the load has been secured in accordance with regulations.

k. The complete Loading Instruction Report shall be filed at the departing station.

**System Generated Loading Instruction Report**

23. The system generated loadplan contains the same information as the manually prepared “Loading Instruction Report” form, except the mass of baggage, mail and cargo will be reflected as a total per destination per compartment.

24. The layout of “Loading Instruction Report” forms (manual and system generated) may vary from the aircraft type and by airline.

25. Each aircraft type has its own Manual Loading Instruction Report and can be obtained in the weight and balance manuals or at the stationary stores.

26. **NOTE:** The Loading Instruction Report shall be completed and signed by the person responsible for the loading of the aircraft.
An Example of a Manual Loading Instruction Report

[Diagram of loading instruction report]

[Diagram of loading instruction report]

[Diagram of loading instruction report]
CHAPTER 7: LOAD CONTROL

Scope

1. This chapter of the manual focuses on the generic procedures that must be followed by each S.A.A. Load/Departure Controller.

2. The procedures cover the Weight and Balance activities associated with the handling of all South African Airways Flights, Foreign Airlines and the delivery of the final Loadsheet to both ACARS and non-ACARS fitted aircraft.

Communicate Accurate Information

3. It is imperative that Flight Deck Crew is continuously informed of any changes, which may have an effect on the weight and balance of the aircraft.

4. Additionally, care must be taken to ensure the accuracy of information communicated to Cockpit Crew as inaccurate information will jeopardise the safety of the aircraft.

Frequency

5. The radio control frequency utilised by Load/Departure Control and GOCC is MHz 135,675 at OR Tambo International Airport.

Radio Etiquette

6. The following procedure is to be followed by the Load/Departure Controller when passing the Radio Loadsheet figures to the aircraft.

7. Load/Departure Control – “SPRINGBOK 333 from Departure Control Johannesburg”

8. Aircraft Responds – “Departure Control from Springbok 333 go ahead”

9. Load/Departure Control - "SPRINGBOK 333, I have your Final Loadsheet details. Are you ready to copy?"

10. Aircraft Responds

11. Load/Departure Control - Then read ALL the information required by the pilot.

12. Should the Load/Departure Controller not receive a response from the Flight Crew a second attempt should be made. Should the Load/Departure Controller not receive a response to the second attempt, they are to wait for a response from the pilot making sure flight won’t be delayed.

13. Note: All Radio and Telephone communications are recorded.

Precision Time Schedule

14. South African Airways operates according to the PTS. This schedule can be obtained from Operations Control Centre.

Deadload Weight Statement

15. Freight and Mail offices will advise cargo / mail uplift details to Load/Departure Control by updating the deadload information in the system. The freight, mail and courier Deadload Weight Statement and Special Load Notification to Captain (NOTOC) must be completed by the above mentioned sections in the DCS Weight and Balance System.

16. The close-off times for freight, mail and courier acceptance is critical and adherence to PTS times is crucial for on time issuance of the Load Instruction Report (L.I.R.). To be provided according to the PTS. (Ref. to Precision Timing Schedule).
Special Load Notification To Captain (NOTOC)

17. An Automated NOTOC will be produced by the DCS system. The NOTOC and the Loadsheet will print automatically after flight closure for presentation to the captain. The ACARS load sheet does not require a signature, acknowledgement confirms that the load sheet has been accepted by the Pilot.

18. ACARS interface with Amadeus (Flight Management System) enables the automatic transmitting of acknowledgements upon receipt of NOTOC and load sheet messages to the Amadeus system. The messages come through in two different forms:
   a. Pop-up alerts on the Flight Management screen with the flight number, aircraft call sign, date and time of acknowledgement.
   b. Flight messages with the aircraft call sign, date and time of acknowledgement.

19. The acknowledgement of the load sheet and NOTOC can be viewed from OPSCentre under flight messages. It shows the date, aircraft call sign and time of acknowledgment.

20. Cargo will hand a copy of the completed hand-written NOTOC (with the Loaded Position/Compartment column left blank) to the Loading Supervisor.

21. The Cargo section responsible for that flight will enter into Weight and Balance /DCS system all Dangerous Goods or Special Load items.

22. All Dangerous Goods and Special Loads items are to be completed prior to the printing of the Loadsheet and NOTOC prior to departure. (Ref. to Dangerous Goods or Special Load).

23. The NOTOC is accessible to airports of last departure and next scheduled arrival until the flight has arrived at the destination airport. The CPM / LDM include all dangerous goods or special load information and are sent via telex or system generated fax to the arrival airport.

24. The operations control personnel have access to information pertaining to dangerous goods carried as cargo on board the aircraft as provided to the pilot in command and have a responsibility to provide detailed information without delay about dangerous goods carried as cargo to emergency services as required.

Special Load Notification To Captain (Nil-NOTOC)

25. It is mandatory for all flights to be given a NOTOC stating if any Dangerous Goods or Special Loads are carried.

26. The load sheet will indicate to the Captain if there is a NOTOC for the flight by showing NOTOC: Yes or No at the end of the load sheet.

Late Changes To NOTOC After Presentation To Captain

27. Offloading of dangerous goods, update the system and print the new NOTOC for the captain.

28. Advice the cargo section as soon as possible reason for offload.
### Example Of NOTOC

<table>
<thead>
<tr>
<th>Special Load Notification</th>
<th>To</th>
<th>Content</th>
<th>QTY</th>
<th>UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPECIAL LOAD NOTIFICATION</td>
<td>TO CAPTAIN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FROM AIRCRAFT REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DATE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A/C REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0A324/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DGRPR15</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ZS-SXC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### *** DANGEROUS GOODS ***

<table>
<thead>
<tr>
<th>Special Load Notification</th>
<th>To</th>
<th>Content</th>
<th>QTY</th>
<th>UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPECIAL LOAD NOTIFICATION</td>
<td>TO CAPTAIN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FROM AIRCRAFT REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DATE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A/C REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0A324/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DGRPR15</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ZS-SXC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### 01. DRY ICE

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>9</td>
<td>UN</td>
<td>1</td>
<td>10kg</td>
<td>ICE N</td>
<td>32R</td>
<td>AKE97452SA</td>
</tr>
</tbody>
</table>

---

### 02. DRY ICE

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>9</td>
<td>UN</td>
<td>1</td>
<td>10kg</td>
<td>ICE N</td>
<td>31L</td>
<td>AKE23579SA</td>
</tr>
</tbody>
</table>

---

### 03. DRY ICE

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>9</td>
<td>UN</td>
<td>1</td>
<td>10kg</td>
<td>ICE N</td>
<td>32L</td>
<td>AKE00139SA</td>
</tr>
</tbody>
</table>

---

### 04. DRY ICE

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>9</td>
<td>UN</td>
<td>1</td>
<td>10kg</td>
<td>ICE N</td>
<td>31R</td>
<td>AKE96085SA</td>
</tr>
</tbody>
</table>

---

### *** OTHER SPECIAL LOADS ***

<table>
<thead>
<tr>
<th>Special Load Notification</th>
<th>To</th>
<th>Content</th>
<th>QTY</th>
<th>UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPECIAL LOAD NOTIFICATION</td>
<td>TO CAPTAIN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FROM AIRCRAFT REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DATE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A/C REG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0A324/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DGRPR15</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ZS-SXC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### 05. FIREARMS

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>2</td>
<td>X RIFLE CASES</td>
<td>2</td>
<td>17kg</td>
<td>FAM</td>
<td>34R</td>
<td>AKE1352SA</td>
</tr>
</tbody>
</table>

---

### 06. ALL OTHER LIVE ANIMAL

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>6</td>
<td>LIVE DOG</td>
<td>1</td>
<td>69</td>
<td>AVI</td>
<td>28P</td>
<td>PAJ408SA</td>
</tr>
</tbody>
</table>

---

### 07. PERISHABLE CARGO

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>0</td>
<td>SALADS</td>
<td>1</td>
<td>1028</td>
<td>PER</td>
<td>32R</td>
<td>AKE97452SA</td>
</tr>
</tbody>
</table>

---

### 08. PERISHABLE CARGO

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>0</td>
<td>SALADS</td>
<td>1</td>
<td>1006</td>
<td>PER</td>
<td>31L</td>
<td>AKE23579SA</td>
</tr>
</tbody>
</table>

---

### 09. PERISHABLE CARGO

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>0</td>
<td>SALADS</td>
<td>1</td>
<td>1134</td>
<td>PER</td>
<td>32L</td>
<td>AKE00139SA</td>
</tr>
</tbody>
</table>

---

### 10. PERISHABLE CARGO

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 0</td>
<td>0</td>
<td>SALADS</td>
<td>1</td>
<td>866</td>
<td>PER</td>
<td>31R</td>
<td>AKE96085SA</td>
</tr>
</tbody>
</table>

---

### 11. VALUABLE CARGO

<table>
<thead>
<tr>
<th>Load Number</th>
<th>UN/ID</th>
<th>Sub Code</th>
<th>Quantity</th>
<th>Weight</th>
<th>Container</th>
<th>Code</th>
<th>ULD/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHR 2362</td>
<td>0</td>
<td>VAL</td>
<td>1</td>
<td>276</td>
<td>VAL</td>
<td>33L</td>
<td>AKA97021SA</td>
</tr>
</tbody>
</table>

---

### Loading Supervisor

CAPTAIN

(NAME AND SIGNATURE)
Fuel Order

29. Load Control will receive the fuel figures from Flight Dispatch as per the relevant station process.

30. A copy of this document must be printed and filed on the flight file.

31. Example of a fuel document:

```
FINAL FUEL FIGURES DOCUMENT
FLIGHT NUMBER : S234
FLY DATE ORIGIN PORT : OAHPR2015
CURRENT DATE DEP. PORT : JNB
CURRENT DATE ARR. PORT : OAHPR2015
ESTIM. DEP. TIME PORT UTC : 10:00:00
ESTIM. ARR. TIME PORT UTC : 17:50:00
AIRCRAFT REGISTRATION : 78597C
AIRCRAFT SUBTYPE : 340-300
AIRCRAFT MODEL : F
AIRCRAFT SERIAL NUMBER : 161528
ZERO FUEL WEIGHT : 89000
TAXI FUEL WEIGHT : 410
TRIP FUEL WEIGHT : 73450
UNSTABLE FUEL WEIGHT : 0
RTOW : 264540
```

Fuel Order (Crew Requirements)

32. Flight Deck Crew are requested to verify the fuel requirements by signing the Fuel Order TL36. (Example of loadsheet).

Fuel Change after Issue of Load Sheet

33. In the event a fuel change occurs after the issue of the final Loadsheet, a new Loadsheet is required.

34. The Load Controller must be advised if a Fuel Top-Up is required.

35. When the flight is finalised the pilot must be informed of the final ZFW for fuel calculations.

36. The flight crew will issue new fuel uplift to Load Control based on the new ZFW.

37. The Load Controller will amend DCS with the updated fuel figure.

38. The final ACARS Load sheet can be transmitted for Non ACARS aircraft a new load sheet must be printed and delivered to the aircraft.

Documentation on Flight Files

39. The following documentation must be filed on the flight file:
   a. Loading Instruction Report
   b. Load Sheet and ACARS Load sheet (Prelim and final)
   c. Final Passenger Slip where applicable
   d. Fuel Order from Flight Dispatch
   e. Signed NOTOC from Loading Supervisor
   f. Signed L.I.R. received from Loading Supervisor
40. The L.I.R. must be signed by the flight Supervisor (Loading Supervisor) and Aircraft Turnaround Co-Ordinator in the event of centralised load control. Original L.I.R., copy of the NOTOC and Load Sheet are to be kept by the departure airport.

41. The following documentation must be added to the file at outstations:
   a. Movement messages, incoming and outgoing
   b. Load Distribution Messages, incoming and outgoing
   c. CPM
   d. Manifests and PWS
   e. Baggage reconciliation form
   f. Fuel Docket
   g. Copy of filed ATC flight plan
   h. Any other documentation / telex for the specific flight

**Completion of Final Slip**

42. The gate staff will complete the final slip with the correct customer totals, and where a security check was initiated, the customer's name and baggage label numbers must be completed. On and off loaded customers must be reflected. Removed cabin baggage can be included on this document for reconciliation purposes.

43. The final slip will be signed at the aircraft by the ramp agent or Load Controller.

44. The sign off time will be documented on the final slip and on the ramp report.

45. The blue final slip and other required documentation (load control copy) must be given to the Load Controllers or Ramp Agent to advise the Captain on any additional info as well as to update the system and load control or daily ramp report files.

**Ground Staff Responsibilities**

46. Final customer total.
47. Security check details with name and baggage numbers.
48. Details of customer off loads.

**Ramp Agent Responsibilities**

49. Time last customers arrive at aircraft.
50. Were ground staff present to assist with hand baggage and did they have tags.
51. What time the ramp agent sign the gate staff off and clear to leave the aircraft.
52. Blue copy of final slip must be filed on the daily ramp report file or,
53. Load Control should keep a copy on the flight file depending on the specific airport.

**Retention Of Traffic And Accounting Documents**

54. Flight files must be retained for a period of three months.
55. Flight files should be examined monthly and obsolete documents disposed of.

**Heat Switch Settings**

56. This procedure focuses on the heat switch requirements for the cargo holds of all South African Airways aircraft.
A340-600

57. Heating and cooling.
58. Compartments 1, 2 and 5 are heated and pressurised.
59. Compartment 5 electric fan heating and compartment 1 and 2 are air-conditioned heating.
60. Compartment 3 and 4 are pressurised but not ventilated.
61. CARRIAGE OF LIVE ANIMALS or FRESH FRUIT / VEGETABLES MUST BE CONFINED TO COMPARTMENTS 1, 2 OR 5 ONLY ( REF: WEIGHT AND BALANCE CONTROL MANUAL ) PAGE 13 SECTION 2

62. The following three temperature settings are available:
63. Low is 5 deg C
64. Medium is 15 deg C
65. High is 25 deg C
66. NB: With immediate effect any items that need cooling must not be loaded into Hold 5 of the A340 Airbus aircraft.

A340-300

67. SAME AS ABOVE (A340-600)
68. NB: With immediate effect any items that need cooling must not be loaded into Hold 5 of the A340 Airbus aircraft.

A320

69. SAME AS ABOVE (A340-600) (No Hold 2)

A319-100

70. AFT hold (4 / 5) has ventilation and heating there is no divider between compartments and only a net. Due to the limited space for AVI in compartment 5 as a result of the floor incline the quantity restrictions specified will apply throughout the AFT hold.

<table>
<thead>
<tr>
<th>Specie</th>
<th>Maximum Quantity</th>
<th>Loading Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dogs and Cats</td>
<td>3 dogs or 3 cats</td>
<td>Bulk Comp (Hold 4 + 5)</td>
</tr>
<tr>
<td>Chickens</td>
<td>1000</td>
<td>Bulk Comp (Hold 4 + 5)</td>
</tr>
<tr>
<td>Birds, small</td>
<td>400</td>
<td>Bulk Comp (Hold 4 + 5)</td>
</tr>
<tr>
<td>Tropical fish</td>
<td>No restriction</td>
<td>Bulk Comp (Hold 4 + 5)</td>
</tr>
</tbody>
</table>

Weight and Balance Data

71. Weight and balance calculations in the Departure(Load) Control System are based on the most current passenger, baggage and aircraft weight and balance data. The system is maintained by the Automation department who uses the AHM565 data received from the weights engineer and takes into account limitations from the manufacturer. Amendments of the Weight and Balance manuals are distributed to all Load/Departure Controllers for their use in performing their daily functions.

72. Functions must be performed in accordance with the IATA Airport Handling Manual AHM 590.
Training

73. To ensure safety, quality and proficiency, definitive performance and responsibility specific criteria are required for all personnel engaged in load control. Load/Departure Controllers must adhere to the minimum training requirements as dictated in the IATA Airport Handling Manual AHM 590.

74. Only qualified Load/Departure Controllers may perform load control functions.

Non Standard Customer Load Procedure

75. The purpose of this procedure is to ensure that procedures are in place within the Load Control system to identify and address customer loads that do not comply with conventional aircraft loading weight allowances. That includes non-standard customer groups such as rugby teams and larger customers.

76. The non standard customer weights functionality is available in Altea FM. The check-in agent MUST communicate telephonically with the Load Controller and provide the name of the applicable customer, flight number and estimated weight of the customer. Load Control will select the additional weight, class of travel, destination, location, male, female or child, from the non standard customer display drop down. The system will automatically add the additional weight to the loadsheet.

77. Certain items do not conform to conventional weight and balance allowances. Check-in and boarding gates will notify load control in the event of any passenger groups that fall outside weight and balance allowances, such as sporting groups, excessive amounts of baggage, cabin baggage removed at the gate or aircraft door and items removed such as strollers and wheelchairs. Refer to the IATA Airport Handling Manual AHM 510 and 514.

78. Apart from the carry-on items customers are also permitted to take duty free purchases into the cabin of aircraft, subject to size limitations and liquids and gels regulations.
79. Duty free items other than liquor, tobacco, perfume, cosmetics, and similar items of hand baggage variety, shall be treated as checked baggage for all load control purposes.

80. Ensure that all removed cabin baggage is loaded in the aircraft hold and advise the weight and pieces to Load Control by updating the system and contacting Load Control telephonically should the items exceed the standard weight permissible by carrier regulations.

81. This procedure caters for the non-standard groups and excessive weights. It includes the following items:
   a. Sport Equipment
   b. Surfboards (200cm)
   c. Windsurfing equipment (which must be sent as cargo)
   d. Large musical instruments.

82. These oversized or overweight items must be checked-in as hold baggage by the check-in agent. The check-in agent MUST communicate telephonically the following information to the Load Controller:
   a. Narrow Body Aircraft
      - Number of oversized and/or overweight item/s.
      - Weight and estimated length of item- this is for planning purposes as size of individual item does not reflect on flight management system.
   b. Wide Body Aircraft
      - Number of oversized and/or overweight item/s.
      - Weight and estimated length of item- this is for planning purposes as size of individual item does not reflect on flight management system.

83. The information above MUST be made available to the Load Controller before the flight closes for passenger acceptance. Load Control will give a “heads up” call to the ground handler especially when the item is checked-in on a containerised aircraft.