



# TERMINAL HANDLING CHARGES SWISSPORT CARGO SERVICES

**Austria GMBH**

**EFFECTIVE FROM 1<sup>ST</sup> April 2026**

ON-Airport:  
Air Cargo Center, Object 263/4/2  
A-1300 Vienna  
RA No: AT/RA/00059-02

Station:  
Vienna – VIE  
SITA: VIECS8X  
NCTS: AT330100

OFF-Airport:  
Airportstraße 3a/ Unit 2-3  
A-2401 Fischamend  
RA No: AT/RA/00059-01

# GENERAL SERVICES

0. AIRFREIGHT HANDLING (EXPORT AND IMPORT)					
#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
0001	physical Freight Handling	per kg Minimum	0,18 47,25		
0002	Documentation Freight Handling	per kg Minimum	0,11 47,25		
0003	BUP Freight Handling	per BUP	101,85		
0004	Delivery / Acceptance after cut-off and loaded on booked flight/truck	per kg Minimum	0,06 47,25		
0005	Surcharge Pharma Handling (GDP Warehouse Airport)	per kg Minimum	0,20 57,75		
0006	EAF Early Acceptance Fee Gen. and DG freight delivery > 24 hrs. before LAT BUP units delivery > 12 hrs. Before LAT	per kg Minimum Minimum	0,12 36,75 63,00		Y

Offload will be charged at 50 % of the current rate.

1. PERSONNEL					
#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
1001	Warehouse Staff*	per 10 min or part thereof	27,10		
1002	Office Staff*	per 10 min or part thereof	34,90		
1003	Shift Leader* *Sunday and Public Holiday Surcharge 60%	per 10 min or part thereof	40,30		

2. EQUIPMENT					
#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
2004	Pallet jack up to 2t	per 10 min or part thereof	8,50		
2005	Forklift -2,5t*	per 10 min or part thereof	44,85		
2006	Forklift -4,5t*	per 10 min or part thereof	51,05		
2007	Forklift -8t*	per 10 min or part thereof	82,25		
2008	Forklift +8t*	per 10 min or part thereof	102,05		
2009	Forklift +16t*	per 10 min or part thereof	158,75		
2012	Truck-Dock	per ULD	103,00		
2014	Slave pallets	per 10 min or part thereof	3,40		
2015	20-foot pallet trailer	per 10 min or part thereof	39,90		

\*including labour  
Does not include loading truck (see 3010)

# WAREHOUSE SERVICES

3. WAREHOUSE					
#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
3001	Labelling	per piece Minimum	3,25 33,60		
3002	Labelling DG and Pharma	per piece Minimum	3,85 36,75		
3003	Repackaging	per package	on request		
3004	Damage report (excl. weighing)	per report	52,75		
3005	Damage report surcharge (incl. weighing)	per report	19,75		
3006	Re-lash of BUP	per ULD	31,75		
3007	Build up and break down up to 5 Pallet Stack Build up and break down from 6 Pallet Stack	per Stack per Stack	73,50 147,00		
3008	Palletising import shipments	per kg Minimum	0,08 25,55		
3009	Palletising import shipments Incl. wrapping	per kg Minimum	0,16 33,70		
3010	Truck Loading / unloading loose cargo	per 100 kg or part thereof Minimum	10,24 35,15		Y
3011	Weighing	per package Minimum	3,95 31,75		
3013	Measuring	per package Minimum	3,95 31,75		
3014	Photo documentation	per 3 photos	19,35		
3015	Refuse removal (packaging material)		on request		
3016	Deconsolidation of consol-shipments	per kg Minimum	0,11 31,75		
3018	Late delivery after 7pm (local time)	per AWB	19,35		
3019	Late delivery after 9pm (local time)	per AWB	38,00		
3022	x-ray security control	per kg Minimum	0,16 40,30		
3024	Security Controls (combi) ETD + Hand search/Visual Check	per 10 min plus flat rate for use of ETD	46,90 46,90		
3026	Security controls by Hand search Visual Check, Recheck	per 10 min	46,90		
3028	Security controls for empty vehicle inspection (on request at least 48 hours in advance)	per security control	193,00		
3029	Electricity supply to Envirotainers	per day	44,25		
3030	Changing batteries	per container	19,35		
3034	Return of Checked-In freight	per kg Minimum	0,18 44,25		
3041	Truck side offloading (export)	per 100 kg or part thereof Minimum Maximum	3,95 19,35 442,25		Y
3042	Acceptance check of temperature-controlled units	per container	31,75		
3043	HUM fee	per AWB	110,00		

# STORAGE

4. STORAGE FEES					
#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
4001	Storage fee Import after free storage time The grace period for import shipment storage includes the day that they are declared to customs and the following calendar day	per 100 charg kg or part thereof / day Minimum / day	2,63		Y
			5,10		
4002	Special Cargo Base Storage Fee from ARR (see calc code 4001-4005)	per 100 charg kg or part thereof / day Minimum / day	See codes 4001, 4003, 4004, 4005		
4003	Storage fee Import (Storage as of the 2 <sup>nd</sup> chargeable day) The grace period for import shipment storage includes the day that they are declared to customs and the following calendar day	per 100 charg kg or part thereof / day Minimum / day	2,63		Y
			7,22		
4004	Storage fee Import (Storage as of the 3 <sup>rd</sup> chargeable day) The grace period for import shipment storage includes the day that they are declared to customs and the following calendar day	per 100 charg kg or part thereof / day Minimum / day	3,99		Y
			10,1		
4005	Storage fee Import (Storage as of the 4 <sup>th</sup> chargeable day) The grace period for import shipment storage includes the day that they are declared to customs and the following calendar day	per 100 charg kg or part thereof / day Minimum / day	4,34		Y
			11,56		
4006	DG Import custody	per 100 charg kg or part thereof / day Minimum / day	8,05		Y
			175,50		
4008	Storage fee VIC-/valuables room Import VUN/VAL		on request		Y
4009	Storage fee for RRY (radioactive) Import Please take note: This ALSO applies to shipments of low radioactivity such as "in excepted quantities" according to the current Laws and Regulations		on request		
4010	Deep freeze storage fee		on request		Y
4011	Cool room Storage fee Import	per 100 charg kg or part thereof / day	5,65		Y
4013	Storage fee HUM		15,85		
4014	Storage fee AVI		24,90		
4015	Intermediary storage/NRTG	per kg / day Minimum / day	0,11		
			13,45		
4016	Re-storage (Place shipments back into storage)	per kg Minimum	0,14		
			19,75		
4018	ULD storage	per container / day	30,00		
4019	Order picking	per kg	on request		
4021	Storage fee Export after free storage time Export shipments are free of charge for 24 hours from the point of storage	per 100 charg kg or part thereof / day Minimum / day	2,25		
			4,60		
4022	Special Cargo Base Storage Fee from FOH (see calc code 4001-4005)	per 100 charg kg or part thereof / day Minimum / day	See codes 4021, 4023, 4024		
4023	Storage fee Export (Storage as of the 3 <sup>rd</sup> day) Export shipments are free of charge for 24 hours from the point of storage	per 100 charg kg or part thereof / day Minimum / day	2,25		
			6,15		
4024	Storage fee Export (Storage as of the 6 <sup>th</sup> day) Export shipments are free of charge for 24 hours from the point of storage	per 100 charg kg or part thereof / day Minimum / day	3,70		
			9,85		
4026	DG Export custody Export shipments are free of charge for 24 hours from the point of check in	per 100 charg kg or part thereof / day Minimum / day	8,05		
			175,50		
4029	Storage fee for RRY (radioactive) Export Please take note: This ALSO applies to shipments of low radioactivity such as "in excepted quantities" according to the current Laws and Regulations		on request		
4030	Storage fee Cool room or Deep-freezing room Export		on request		

4031	Cool room storage fee Export	Per 100 charg kg or part thereof / day	10,20		
4032	Pharma Storage 2-8 degrees C	per 100 charg kg or part thereof / day Minimum / day	10,80		
4033	Pharma Storage 15-25 degrees C	per 100 charg kg or part thereof / day Minimum / day	7,35		

The grace period for import shipment storage includes the day that they are declared to customs and the following calendar day. In Case of a customs declaration on a Friday, the first weekend will also be free of charge. Export shipments are free of charge for 24 hours from the point of storage. Special storage is chargeable from day of acceptance – incl. DG Export

**Calculation of Import & Export storage charges**  
Storage charges are calculated on the chargeable weight applicable to each Airwaybill.  
This will apply to all cargo types and has been introduced to reflect the volumetric space physically utilised within the Swissport facility, whilst cargo is stored awaiting collection.

## 5. OFFICE IMPORT

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
5001	HAWB-entry in customs system (documentation)	per HAWB	1,55		Y
5003	Receiving notifications	per notification	5,55		Y
5008	ATB No. Conveyance	per ATB No.	20,95		Y
5009	Disposal change	per process	26,10		Y
5011	CC calculation	per calculation	26,10		
5012	CC Fees	per process Minimum	10% 35,00		Y
5015	Express document clearance		on request		
5016	Duplicate of import customs control document	per notification	6,55		Y
5017	ICS input incl. MRN	per event	33,50		Y
5019	Import administration fee	per AWB	6,90		
5020	Import administration fee (private customers)	per AWB	56,70		
5021	Community goods (EU) clearance Agents		on request		Y
5022	Community goods (EU) clearance private customers	per AWB	32,35		Y
5025	Request for Bank release	per release	63,55		Y
5028	Combine forwarding documents in Import		on request		
5029	Missing or incomplete Import FFM	per document / flight	45,00		

## 6. OFFICE EXPORT

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
6002	Print or exchange AWB or eAWB	per black & white copy	15,00		
6003	print eAWB or Shipper's declaration	per colour copy	28,00		
6004	Correction of AWB	per AWB	25,55		
6005	Issue of AWB	per AWB	31,75		
6006	Paper AWB handling surcharge	per AWB	7,65	Y	
6011	Issue of ADR document	per UN / Rn. No. Minimum	12,50 63,55	Y	
6012	Captain's Notification (NOTOC) (Charter flights)	per position Minimum	5,95 63,55	Y	
6013	Issue CMR	per CMR	47,25	Y	
6015	Express document clearance	per AWB (additional charge)	31,80		
6023	DG Handling fee Check / Re-Check incl. Dry Ice Check with Shippers Declaration	per AWB	205,00		
6025	DG Handling fee Check / Re-Check non-DG without Shippers Declaration	per AWB	128,00		
6026	Lithium battery DG handling fee Check / Re-Check	per AWB	128,00		
6027	DG Handling fee Check / Re-Check	per piece	7,50		
6028	Pharma Document Check fee	per Doc	42,50		

6029	Pharma Document Check fee	per piece	2,85		
6031	AVI Check		55,00		
6033	Missing Export FBL	per shipment	6,85	Y	
6034	FWB / HAWB Data Input / correction	per AWB / HAWB	21,00	Y	
6035	OCI Data transmission (for example China)	per AWB	9,50	Y	

## 7. CUSTOMS

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
7001	Customs clearance	per AWB	39,40		
7002	Destruction of goods under customs authority		on request		
7003	T1 Issue (NCTS5)	per document	160,00		
7004	T1 Import presentation	per document	52,50		
7005	Admission to (Customs) Custody	per Action	96,60		
7006	Customs inspection import / export	per hour or part thereof	88,50		
7007	Extension Customs Clearance deadline		on request		
7008	Attach Customs Seal	per action	6,25		
7009	EXA (EC460) processing request	per request	15,35		
7010	Carnet completion	per action	63,55		
7011	Reminder of deadline expiration as stipulated by Customs as of the 59th day	per reminder	31,80		
7015	Warehouse receipt correction	per 10 min or part thereof	15,35		
7016	Transport to VET Phyto Inspection	per kg Minimum	0,04 39,90		
7017	AVI-Handling (lump sum)	per event	27,85		
7018	ENS / ICS2 Storage into EU System	per entry	3,10		
7020	Customs Place Handling	per kg Minimum	0,05 36,85		
7021	CSD/eCSD and/or EBR Statement	per entry	33,50		

## 8. MATERIAL

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
8001	ULD Tags	per tag	2,90		
8002	Stud (single)	per stud	6,65		
8003	Stud (double)	per stud	10,45		
8004	Tie-down rope	per meter	2,20		
8005	Corner rope	per piece (5m)	7,85		
8006	Lashing strap (6m)		on request		
8007	Lashing strap (9m)	per piece	53,55		
8010	Lower Deck Net	per Net	375,90		
8011	Main Deck Net	per Net	520,50		
8012	New pallet net incl. arranging		on request		
8015	Wooden boards	per meter	9,30		
8016	Wooden beams / Squire Timber (3m)		37,30		
8017	Wooden beams Squire Timber	per meter	14,25		
8018	Heavy duty planks	per piece	33,20		
8020	Corner protectors	per piece	1,15		
8021	Tape	Per roll	4,65		
8025	Plastic foil for Lower Deck pallets ULD	per ULD	22,50		
8027	Plastic foil	per meter	2,90		
8028	Stretch foil	per meter	15,65		
8030	Dry Ice		52,10		
8031	Replacement of Dry Ice		on request		
8032	Plastic foil for Belly load		on request		

8040	Euro pallet	per pallet	38,05		
8041	One-way pallet	per pallet	12,70		
8042	Batteries for cool container		on request		
8045	Label DG/PIL/COL Label GEN	per label	6,60 2,00		
8046	Plastic Strap	per meter	4,65		

## 9. OTHERS

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
9001	P.O.D. Request / Landing certificate	per request / landing certificate	63,55		
9002	Photocopy and Printing of Notification of Arrival	per black & white copy	7,00		
9003	Photocopy	per colour copy	9,70		
9004	Postage THINK GREEN: please use our free invoice delivery via e-mail	per event	10,20		
9005	Document transport (ramp / apron)		on request	Y	
9006	Flight supervision	per hour or part thereof	141,75	Y	
9007	Initiate Bookings	per AWB	13,10	Y	
9008	Notifications to authorities		on request	Y	
9011	Cargo shuttle OFF Airport		on request		
9013	Cargo shuttle / Transport		on request		
9014	Slot booking for export deliveries / import outsourcing		on request		
9015	CCA application	per application	47,25		
9016	Phone call / fax	per local call / fax	1,95		
9017	Phone call / fax	per international call / fax	7,70		
9028	Airline Audits	per hour	90,00		
9029	Electronic document dispatch	per 3 pages or part thereof	6,50		
9031	Ramp escort		on request	Y	
9036	Arranging and monitoring of repacking	per shipment	63,55		
9037	CCTV Evaluation	per 30 min	85,50		

On request: requested services provided by third party, rates include 15% admin cost surcharge.  
 Airport taxes and special storage fees are paid to third parties, the respective costs are passed on at cost.  
 (Radioactive transport, animal transport, valuables transport, DGR transport, special transport)

## 10. Vienna Extra

#	DESCRIPTION	UNIT	PRICE €	Airline	Forwarder
0102	Handling charges loose & BUP	per kg	0,197		
0103	Handling charges (Non-IATA Forwarder & Private Customer)	per kg Minimum	0,35 69,75		
0104	Express Handling add-on / Import Express (add-on to handling)	per kg Minimum	0,03 19,35		
0105	Pharma / PER Handling charge (add-on to Handling)	per kg Minimum	0,14 15,00		
0106	Packing of DGR		on request		
0107	Issuance of Shippers Declaration	per AWB per Package	141,75 7,05		
0108	Process custom's search	per search	47,65		
0109	Manual completion of EZ923 / import clearance	per AWB	8,50		
0110	Supervision of cool container		on request		
0111	Replacement of batteries (cool container)		on request		

0112	Reprint of warehouse certificate incl. fax charges	per event	7,35		
0113	Securing of cargo import/export	per kg	0,06		
0114	LMC Street (90 min before departure)	per AWB	25,55		
0115	LMC Airport	per AWB	47,25		
0116	Re-Sealing of vehicles	per event	16,45		
0118	Transfer outside of freight handling area		as per VIA		
0119	Documentation of built ULD incl. photos		on request		
0120	EDV Warehouse evidence (FWAG)		as per VIA		
0121	Loading/unloading Equipment		on request		
0122	Cargo shuttle (Airport - Fischamend) (Export)	per kg Minimum	0,04 11,95		
0123	Cargo shuttle BUP (Airport - Fischamend)	per ULD	63,55		
0124	Cargo shuttle (Airport - Fischamend) (DGR, shipments)	per kg Minimum	0,08 19,35		
0125	Shuttle turnaround time as of 30min (Pickup / Delivery)	per 10 minutes	23,25		
0126	EC 460/465 issue (IE507/590 issue in NCTS5)	per EXA	6,30		
0127	Assist/Troubleshooting/Helpdesk Service	per ¼ hour	24,95		
0129	SCM (extra SCM)	per Message	26,65		
0130	ULD - Control on Airport	per event	68,05		
0132	Document transport Terminal/Aircraft	per flight	22,70		
0133	USW/PWS Message (manually)	per doc	10,20		
0134	Flight File Documentation per Email	per mail per page	19,35 1,95		
0136	Pick up Equipment at the apron	per event	31,75		
0137	Doc driver sheet	per event	19,35		
0138	returns goods / defeat	per kg Minimum	0,05 19,35		
0139	Offload	per kg Minimum	0,16 28,35		
0145	Transfer of ULD stack to 3 <sup>rd</sup> party	per event	36,75		
0146	LHO (Live Human Organs) fee	per AWB	39,90		
0147	IWS weight & Vol tag	per AWB	23,10		
0148	ICS 2 Storage presentation to customs	per AWB and event	2,65		
0149	Manual Data Entry - Forwarder Software	per AWB and event	15,75		
0150	Request Customs Systems Clearance	per event	10,50		
0151	Manual Customs Clearing Warehouse	per event	5,65		
0152	Manual Customs Splitting of Consol shipments	per event	5,65		
0153	Act of Assignment	per event	8,40		
0154	Lump Sum Fee (Hunting Trophies, Newspaper, Perishable)		11,55		
0155	Document Transport to/from Airport	per km Minimum	1,60 33,60		
0156	VAL Transport / Handling		as per VIA		
0157	Surcharge Fee 14% on Top of VIA charges		as per VIA		
0158	Airport charges Import		on request		
0159	eCommerce ICS2 Correction	per HS code Min per AWB	0,05 180,00		
0160	RFC Rejection due to missing data / documentation	per event	22,50		
0161	T1 / T2 manual data entry due to missing data	per position	6,00		

For new and private customers, services are rendered against pre-payment only. Extra services are charged with an additional 14% administrative fee. For Import shipments the code 5019 and 5020 are also used. Airport taxes and special storage fees are paid to third parties, the respective costs are passed on at cost (Radioactive transport, animal transport, valuables transport, DGR transport, special transport)

# PAYMENT TERMS

Payment is due twenty-one (21) days after the invoice date or by contractual agreement. With written direct debit order consent, the full amount will be collected. Unless otherwise agreed, the invoice date is equal to the service date.

## CONTACT SHEET - STATION VIE / VIENNA

GENERAL  
INFORMATION

**Postal address:**

**Swissport Cargo Services Austria GmbH**  
Air Cargo Canter, Object 263/4/2  
1300 Vienna-Airport  
Austria

**SITA: VIECS8X**  
**RA No: AT/RA/00059-01 (Off-Airport)**  
**RA No: AT/RA/00059-02 (On-Airport)**  
**EORI No: ATEOS1000000265**  
**AEO Nr.: ATAE0F193EFKX4**  
**NCTS: AT330100**

**Delivery/Pick-Up (On-Airport):**

Air Cargo Center (ACC)  
Object 263/A6-7  
Entrance 4|2 floor  
1300 Vienna-Airport  
Austria

**Delivery/Pick-Up (Off-Airport):**

Airportstraße 3a  
2401 Fischamend  
Austria

OPS CONTACTS

**Customer Service ON-Airport:**

**(Flown and trucked cargo)**  
Tel.: +43 1 7007 34480  
Fax: +43 1 7007 34487  
Mail: [viecs.customerservice@swissport.com](mailto:viecs.customerservice@swissport.com)

**Office Manager:**

Tamás Horváth  
Mobile: +43 676 845 513 460  
Mail: [tamas.horvath@swissport.com](mailto:tamas.horvath@swissport.com)

**Shift Leader X-ray:**

Mail: [vie.xray@swissport.com](mailto:vie.xray@swissport.com)

**Warehouse ACC ON-Airport:**

**Acceptance (A13):**  
Mobile: +43 676 845 513 350  
Mail: [viecs.acceptance@swissport.com](mailto:viecs.acceptance@swissport.com)

**Warehouse On-Airport:**

**Airlines Supervisor:**  
Tel: +43 1 7007 34477 / -79  
Mobile: +43 676 845 513 410  
Mail: [vie\\_warehouse@swissport.com](mailto:vie_warehouse@swissport.com)

**Security Coordinator:**

Claus Peter Kulovics-Bauer  
Mobile: +43 676 845 513 400  
Mail: [claus.kulovics@swissport.com](mailto:claus.kulovics@swissport.com)

**Warehouse ACC Forwarders:**

**Supervisor**  
Mobile: +43 664 914 2821 (Export)  
Mobile: +43 664 8892 9939 (Import)  
Mail: [acc.kun@swissport.com](mailto:acc.kun@swissport.com)

**Warehouse Off-Airport (U2): Forwarders &**

**Cool Room Supervisor:**  
Tel: +43 2232 77382 200  
Mobile: +43 676 845 513 380  
Mail: [vie.log@swissport.com](mailto:vie.log@swissport.com)

**OPS Off-Airport (U3):**

**airline handling -trucked cargo:**  
Tel: +43 2232 77382 200

ADMIN CONTACTS

**Station Manager:**

Andreas Ottendorf  
Tel.: +43 2232 77382 202  
Mobile: +43 676 845 513 310  
Mail: [andreas.ottendorf@swissport.com](mailto:andreas.ottendorf@swissport.com)

**Warehouse Manager**

Robert Török  
Mobile: +43 676 845 513 340  
Mail: [robert.toeroek@swissport.com](mailto:robert.toeroek@swissport.com)

**Training & Audit:**

Bernadett Kiss  
Mobile: +43 676 845 513 330  
Mail: [bernadett.kiss@swissport.com](mailto:bernadett.kiss@swissport.com)

**Claim Management & Customer service**  
**(Airline):**

Arno Dörflinger (Claim)  
Ahmed Al Rawahi (Claim & Customer Service)  
Tel.: +43 2232 77382 202  
Mail: [arno.doerflinger@swissport.com](mailto:arno.doerflinger@swissport.com)  
Mail:  
[AhmedAbdullahAli.AIRawahi@swissport.com](mailto:AhmedAbdullahAli.AIRawahi@swissport.com)

**QHSE Austria:**

Erik Hellenbarth  
Mobile: +43 676 3668 562  
Mail: [erik.hellenbarth@swissport.com](mailto:erik.hellenbarth@swissport.com)

**Accounting**

Melanie Dvorak  
Tel.: +43 2232 77382 202  
Mail: [vie.verrechnung@swissport.com](mailto:vie.verrechnung@swissport.com)

OPENING HOURS

**Off-Airport: (trucked cargo only)**

Mon - Thu: 14h00 – 22h30  
Fri: 14h00 – 23h30  
Sat: 07h00 – 12h00  
Sun & Public Holidays: closed  
Special Days: closed

**On-Airport: (flown cargo)**

Mon - Sat: 07h00-22h00  
Sun & Public Holidays:  
06h30-20h00

**Office: (Forwarding Business - Fischamend)**

Mon - Fri: 06h30 – 22h00  
Sat: closed  
Sun | Public Holidays: closed  
Special Days: closed

**Public Holidays:** 01.01.2026, 06.01.2026, 05.04.2026, 06.04.2026, 01.05.2026, 14.05.2026, 25.05.2026, 04.06.2026, 26.10.2026,  
01.11.2026, 08.12.2026, 25.12.2026, 26.12.2026

**Special Days:** 24.12.2026, 31.12.2026