

# AMS Contact List & Escalation Matrix

April 2026 V1.1



## General Administration Information

Registered address	Postal address
Worldwide Flight Services Holland B.V. Anchorageaan 50 1118 LD Schiphol-Southeast The Netherlands	Worldwide Flight Services Holland B.V. Tupolevlaan 87 1119 PA Schiphol-Rijk The Netherlands
Chamber of Commerce (Amsterdam) registration : 54969565 VAT number NL851510486B01	

## WFS Amsterdam Airport Schiphol - Opening Hours

Import and Export Office & Warehouse	Open 24 hours / 7
ULD Control	From Monday until Friday (09h-18h)
Accounting / Administration	Open during office hours

## Warehouse Addresses

Warehouse FR7 (Import Offline Warehouse)	Warehouse FR8	Warehouse FR9
Valkweg 1 1118 EC Schiphol The Netherlands	Anchorageaan 50 1118 LE Schiphol-South East The Netherlands	Anchorageaan 38 1118 LD Schiphol-South East The Netherlands

## Operating System ( Cargospot )

Sita address	CDGHQXH (Cargospot) AMSWFCR (free text messages)
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## Website and Cargo Tracking

Website : <https://www.wfs.aero/locations/amsterdam-netherlands/>

WFS AWB Tracking : <https://www.wfs.aero/tracking-page/>

## Warehouse Customs Number

Customs office number NL000432 / EORI NL851510486



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## Main Contact - WFS Amsterdam Airport Schiphol

### Managing Director

Mr. Stephane Scholving                      sscholving@wfs.aero

### Management

#### Director Operations

Mr. Rick van Wijk                              rick.vanwijk@wfs.aero                      +31-6-18243286

#### Operations Manager

Mr. Laci Gavrilovic                            lgavrilovic@wfs.aero                      +31-6-53804790

#### Service Delivery Manager

Mr. Emilio Varas Baez                        evarasbaez@wfs.aero                      +31-6-28849668

#### Office Manager

Mr. Afzal Moesai                              amoesai@wfs.aero                          +31-6-39811837

#### Assistant Office Manager

Mr. Rheza Gaffar                              rgaffar@wfs.aero                          +31-6-83693782

#### Warehouse & Cargo Control

##### Senior Manager

Mr. Eljas Oulad                                eljas.oulad@wfs.aero                      +31-6-48225297

##### Warehouse Manager

Mr. Ian van der Wiel                        ivanderwiel@wfs.aero                      +31-6-12046918

##### Cargo Control Manager

Mr. Dalibor Pesikan                         dpesikan@wfs.aero                        +31-6-51107359

##### Assistant Warehouse Manager

Mr. Mounir Miftah                          mounir.miftah@wfs.aero                    +31-6-14725488

#### Customs & Tracing Manager

Ms. Janny Pannekoek                        jpannekoek@wfs.aero                      +31-20-6554216

#### Quality & Safety Manager

Mr. Robert Hockemeijer                      rhockemeijer@wfs.aero                      +31-20-6554255

#### Health, Safety, Security & Environment Manager

Mr. Jonathan Coljin                         jcolijn@wfs.aero                          +31-20-6554215

#### Quality & Security

Mr. Nils Meijer                                nmeijer@wfs.aero                          +31-20-6554257

#### Quality & Healthcare

Mr. Rick Springer                              rspringer@wfs.aero                        +31-20-6554232

#### Project Manager

Mr. Erwin Roeleveld                         eroeleveld@wfs.aero                        +31-6-30997485

#### Training Manager

Mr. Benno ter Brugge                        bterbrugge@wfs.aero                        +31-6-48550729

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## Finance & Accounting Department

<b>Finance Manager</b> Ms. Jung Mi Westbroek	jm@wfs.aero	+31-20-6554236
<b>Accounting</b>	accounting.ams@wfs.aero	+31-20-6554239/44/47/86
<b>Billing Disputes Department</b>	disputes.ams@wfs.aero	

## Human Resources

<b>Human &amp; Resources Manager</b> Ms. Mirjam Hellinga	mirjam.hellinga@wfs.aero	+31-20-6554249
<b>Human &amp; Resources</b>	hr.ams@wfs.aero	+31-20-6554219/28/48/91

## IT Support department

<b>IT Manager</b> Mr. Gerrit Haringa	gerrit.haringa@wfs.aero	+31-20-6554231
<b>IT support</b>	it.ams@wfs.aero	

## Health, Safety, Security & Environment department

<b>HSSE</b>	hsse.ams@wfs.aero	+31-20-6554215
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## Security department

<b>Security</b>	security.ams@wfs.aero	+31-6-13144222
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## Service Delivery team

<b>Service Delivery Team</b>	sdt.ams@wfs.aero	+31-20-6554240
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## Data Capture team

<b>Data Capture Team</b>	dct.ams@wfs.aero	+31-20-6554271/72
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## Ramp Operation & Transport department

<b>Flight Operation</b>	flightops.ams@wfs.aero	+31-20-6554211
<b>Ramp Transport</b>	transportops.ams@wfs.aero	+31-20-6554269 +31-20-4057391
<b>Cargo Control PCHS Cargo Control Regie</b>	Cargocontrol.ams@wfs.aero	+31-20-6554253 +31-20-6554208

## ULD Control

<b>ULD Control</b>	uld.ams@wfs.aero	+31-6-38270291 +31-20-6554254
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## Tracing & Customs

<b>Tracing</b>	ams.tracing@wfs.aero	+31-6-13868040 +31-20-6554235
<b>Customs</b>	customs.ams@wfs.aero	+31-20-6554233 +31-20-6554216
<b>Archives &amp; PODs</b>	archives.ams@wfs.aero	+31-20-4057409

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## Contact - WFS AMS – Warehouse FR8

Anchoragelaan 50  
1118 LE Schiphol-South East  
The Netherlands

### Office FR8

<b>Export office FR8 (24/7)</b>	export.fr8.ams@wfs.aero	+31-20-6554278/79/81/84/85
<b>Import office FR8 (24/7)</b>	import.fr8.ams@wfs.aero	+31-20-6554221/22/24/87
<b>Shift Leaders FR8 (24/7)</b>	shiftleaders.fr8.ams@wfs.aero	+31-6-13448474
<b>Supervisor office FR8</b>	supervisor.fr8.ams@wfs.aero	+31-20-6554283
<b>Special Cargo Unit FR8</b> (Dangerous Goods checks)	scu.fr8.ams@wfs.aero	+31-20-4057362
<b>Trucking FR8</b> (Export and Import transit)	office.trucking.fr8.ams@wfs.aero	+31-20-6554280/89/92
<b>Booking list FR8</b> (Booking list + Build-up instruction)	booking.fr8.ams@wfs.aero	
<b>Pre-alert Pharma FR8</b> (PIL COL/CRT/ERT/ACT)	scu.fr8.ams@wfs.aero	
<b>Pre-alert HUM</b> (Import & Export HUM)	prealert.hum.ams@wfs.aero	

### Warehouse FR8

<b>Export leaders Warehouse FR8</b> (Former Menzies export)	warehouse.exportleads.fr8.ams@wfs.aero	+31-6-30369028
<b>Export leaders Warehouse FR8</b> (Former WFS export V6 & V8)	warehousev8.ams@wfs.aero	+31-6-38268905
<b>Export warehouse Acceptance FR8</b>	warehouse.exportacceptance.fr8.ams@wfs.aero	
<b>Import leaders Warehouse FR8</b>	warehouse.importleads.fr8.ams@wfs.aero	+31-6-30448467
<b>Import Delivery FR8</b>	warehouse.importdelivery.fr8.ams@wfs.aero	+31-6-51172459
<b>SPOC team</b> (Freighter operation only)	spoc.ams@wfs.aero	

### Duty Manager FR8

<b>Duty Manager FR8</b>	dutymanager.ams@wfs.aero	+31-6-51497299
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## Contact - WFS AMS – Warehouse FR9

Anchoragelaan 38  
1118 LD Schiphol-South East  
The Netherlands

### Office FR9

<b>Export office FR9 (24/7)</b>	export.fr9.ams@wfs.aero	+31-20-6554263/64
<b>Shift Leaders FR9 (24/7)</b>	shiftleaders.fr9.ams@wfs.aero	+31-20-6554261
<b>Supervisor office FR9</b>	supervisor.fr9.ams@wfs.aero	+31-20-6554268
<b>Special Cargo Unit FR9</b> (Dangerous Goods checks)	specialcargo.ams@wfs.aero	+31-20-6554262
<b>Booking list FR9</b> (Booking list + Build-up instruction)	booking.fr9.ams@wfs.aero	
<b>Pre-alert Pharma</b> (PIL COL/CRT/ERT/ACT)	pharma.ams@wfs.aero	
<b>Pre-alert HUM</b> (Import & Export HUM)	prealert.hum.ams@wfs.aero	

### Warehouse FR9

<b>Export leaders Warehouse FR9</b>	crewchief.ams@wfs.aero	+31-6-14750665
<b>Warehouse Supervisor FR9</b>	warehousesupervisors.ams@wfs.aero	+31-6-42637418
<b>SPOC team</b> (Freighter operation only)	spoc.ams@wfs.aero	

## Contact - WFS AMS – Warehouse FR7 (Import Offline)

Valkweg 1  
1118 EC Schiphol  
The Netherlands

### Office FR7

<b>Export office FR7 (24/7)</b>	valkweg.ams@wfs.aero	+31-20-6554265/66/67
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### Warehouse FR9

<b>Export leaders Warehouse FR7</b>	warehousev7.ams@wfs.aero	+31-6-81033907
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## Operation Escalation Matrix - WFS Amsterdam Airport Schiphol

### Escalation Level 1

The contacts below are the first escalation point for office-related (Manifest, Flight Booking List, FFM...)

#### Shift Leaders FR8 (24/7)

Warehouse FR8	shiftleaders.fr8.ams@wfs.aero	+31-6-13448474
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#### Supervisor office FR9

Warehouse FR7 & FR9	supervisor.fr9.ams@wfs.aero	+31-20-6554268
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The contacts below are the first escalation point for warehouse-related. (Build-up, BUP, Cargo damaged,...)

#### Duty Manager Warehouse FR8

Warehouse FR8	dutymanager.ams@wfs.aero	+31-6-51497299
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#### Warehouse Supervisor FR9

Warehouse FR7 & FR9	warehousesupervisors.ams@wfs.aero	+31-6-42637418
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### Escalation Level 2

The following contacts should be reached if the matter is still not resolved by the office supervisors.

#### Office Manager

Mr. Afzal Moesai	amosai@wfs.aero	+31-6-39811837
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#### Assistant Office Manager

Mr. Rheza Gaffar	rgaffar@wfs.aero	+31-6-83693782
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The following contacts should be reached if the matter is still not resolved by the warehouse supervisors

#### Assistant Warehouse Manager

Mr. Mounir Miftah	mounir.miftah@wfs.aero	+31-6-14725488
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#### Warehouse Manager

Mr. Ian van der Wiel	ivanderwiel@wfs.aero	+31-6-12046918
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#### Warehouse & Cargo Control

Senior Manager Mr. Eljas Oulad	eljas.oulad@wfs.aero	+31-6-48225297
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### Escalation Level 3

Contact below if operational managers do not respond and the matter remains unresolved.

#### Service Delivery Manager

Mr. Emilio Varas Baez	evarasbaez@wfs.aero	+31-6-28849668
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#### Service Delivery Team

	sdt.ams@wfs.aero	
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### Escalation Level 4

The contacts below are only for urgent matters.

#### Operations Manager

Mr. Laci Gavrilovic	lgavrilovic@wfs.aero	+31-6-53804790
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#### Director Operations

Mr. Rick van Wijk	rick.vanwijk@wfs.aero	+31-6-18243286
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## IT Escalation Matrix - WFS Amsterdam Airport Schiphol