



AMS Contact List & Escalation Matrix

Nov.2025 v1.1



General Administration Information

Registered address	Postal address
Worldwide Flight Services Holland B.V. Anchorageaan 38 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
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





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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

Manager Operations

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

Service Delivery Manager

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

Comercial Manager

Ms. Daniëlle Kok dkok@wfs.aero +31-6-34145222

Managers Cargo Office

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

Manager Cargo Office

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

Senior Manager Warehouse & Cargo Control

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

Manager Warehouse

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

Manager Cargo Control

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

Assistant Manager Warehouse

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

Manager Customs & Tracing

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

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



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Finance & Accounting Department

Finance Manager

Ms. Jung Mi Westbroek

jm@wfs.aero

+31-20-6554236

Billing Manager

Mr. Norbert van der Laan

nvanderlaan@wfs.aero

+31-20-6554245

Accounting

accounting.ams@wfs.aero

+31-20-6554239/44/47/86

Human Resources

Human & Resources Manager

Ms. Mirjam Hellinga

mirjam.hellinga@wfs.aero

+31-20-6554249

Human & Resources

hr.ams@wfs.aero

+31-20-6554219/28/48/91

IT Support department

IT Manager

Mr. Gerrit Haringa

gerrit.haringa@wfs.aero

+31-20-6554231

IT support

it.ams@wfs.aero

Health, Safety, Security & Environment department

HSSE

hsse.ams@wfs.aero

+31-20-6554215

Security department

Security

security.ams@wfs.aero

+31-6-13144222

Service Delivery team

Service Delivery Team

sdt.ams@wfs.aero

+31-20-6554240

Data Capture team

Data Capture Team

dct.ams@wfs.aero

+31-20-6554271/72

Ramp Operation & Transport department

Flight Operation

flightsops.ams@wfs.aero

+31-20-6554211

Ramp Transport

transportops.ams@wfs.aero

+31-20-6554269

+31-20-4057391

Cargo Control PCHS

cargocontrol@wfs.aero

+31-20-4057423

ULD Control

ULD Control

uld.ams@wfs.aero

+31-6-38270291

+31-20-4057393

Tracing & Customs

Tracing

ams.tracing@wfs.aero

+31-20-6554235

+31-20-4057427

Customs

customs.ams@wfs.aero

+31-20-6554234

Archives & PODs

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

Export office FR8 (24/7)	office.export.fr8.ams@wfs.aero	+31-20-6554281
Import office FR8 (24/7)	office.import.fr8.ams@wfs.aero	+31-20-6554220/21/22/24
Shift Leaders FR8 (24/7)	office.shiftleaders.fr8.ams@wfs.aero	+31-20-4057311/36
Supervisor office FR8	office.supervisor.fr8.ams@wfs.aero	+31-20-6554283
Special Cargo Unit FR8 (Dangerous Goods checks)	scu.fr8.ams@wfs.aero	+31-20-4057362
Trucking FR8 (Export and Import transit)	office.trucking.fr8.ams@wfs.aero	+31-20-6554280 +31-20-4057304/06
Booking list FR8 (Booking list + Build-up instruction)	office.booking.fr8.ams@wfs.aero	
Pre-alert HUM (Import & Export HUM)	prealert.hum.ams@wfs.aero	

Warehouse FR8

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

Duty Manager FR8

Duty Manager FR8	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

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

Warehouse FR9

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

Contact - WFS AMS – Warehouse FR7 (Import Offline)

Valkweg 1
1118 EC Schiphol
The Netherlands

Office FR7

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

Export leaders Warehouse FR7	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	office.shiftleaders.fr8.ams@wfs.aero	+31-6-13448474
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Supervisor office FR9

Warehouse FR7 & FR9	office.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.

Manager Cargo Office

Mr. Benno ter Brugge	bterbrugge@wfs.aero	+31-6-48550729
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Mr. Afzal Moesai	amosai@wfs.aero	+31-6-39811837
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Service Delivery Team (in CC)

sdt.ams@wfs.aero	+31-20-6554240
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The following contacts should be reached if the matter is still not resolved by the warehouse supervisors

Assistant Manager Warehouse

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

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

Mr. Eljas Oulad	eljas.oulad@wfs.aero	+31-6-48225297
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Service Delivery Team (in CC)

sdt.ams@wfs.aero	+31-20-6554240
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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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Escalation Level 4

The contacts below are only for urgent matters.

Manager Operations

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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