



# **Cargo Accounts Settlement System (CASS) Manual Europe**

## **Standard Operating Procedures**

**Date:** 19 May 2009  
**Version:** 5.0

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## SECTION 1 CASS Programme & European Cargo Manual

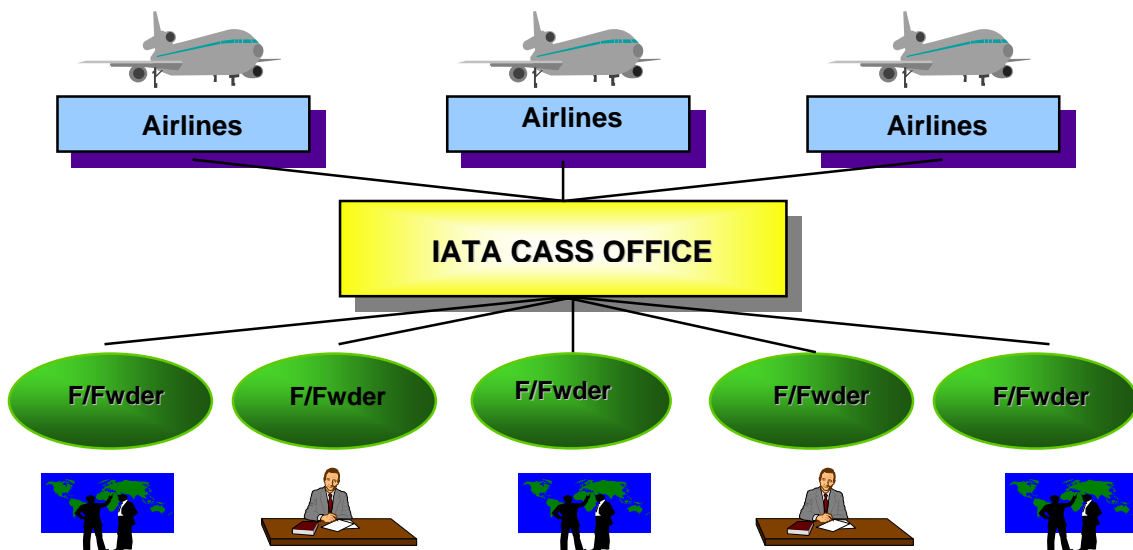
### CASS Programme (Cargo Agency Conference Resolution 851)

The CASS has been in operation worldwide for more than 30 years. Presently, there are 78 export, 6 import and 3 domestic operations with approximately 320 Airlines and approximately 17000 Forwarder locations, including 10,000 IATA Agents. It operates on the basis of the rules laid down in the Cargo Agency Conference Resolutions.

It is a simple, transparent and efficient solution for the billing, remittance and settlement of invoices (import and export) between Cargo industry stakeholders (mainly Airlines and Intermediaries/Agents).

[http://www.iata.org/whatwedo/cargo/cass\\_agency/index.htm](http://www.iata.org/whatwedo/cargo/cass_agency/index.htm)

It also enables Airlines and Agents/Intermediaries to submit corrections before the final settlement. IATA operates CASS by using a system (CASSLink), and processes cargo export data uploaded to the system by Airlines, based on shipments they transport. Then Intermediaries/Agents get the processed data in the form of a single invoice to be settled by means of one payment made to a single central CASS account. The money from this account is transferred to the relevant airlines' accounts. This way CASS ensures regular settlement of reported sales (following the actual Reporting Calendar) between Airlines and Intermediaries/Agents without the need for multiple invoices and payments between individual parties.



## Benefits of participating in the CASS programme

CASS yields a two-fold solution as it replaces:

- airlines' traditional paper based invoices
- agents' manual controlling of these invoices, while all benefit from:
  - streamlined remittance and settlement process between airlines and freight forwarders; unified rules of reporting, correction submission, remittance and settlement
  - a neutral billing and settlement system;
  - savings on financial transactions, time, manpower and invoice distribution costs.
  - optimised cash flow process and collection.
  - free participant access to CASS from any location through the *CASSLink* web application.
  - Benefit of ICCS (IATA Currency Clearance Service).

## European Cargo Manual

The European Cargo Manual was created for Airlines/GSSAs, EACP (European Air Cargo Programme) Intermediaries and CASS Associates, based in European countries. It describes the business process between IATA, Airlines and Freight Forwarders, from Accreditation to the Settlement through CASS (Cargo Accounting Settlement System).

This manual contains information relevant to the administration of CASS. It also contains procedures governing the participation of Airlines/ GSAs/ Intermediaries/Agents and Associates in CASS.

It conforms to the requirement of:

- IATA Resolution 851 & IATA Resolution 853 (Cargo Accounts Settlement Systems) and its Attachments including IATA Settlement Systems Service Provisions (ISSP Manual) – Cargo and CASS Technical Specifications Handbook.
- IATA Resolution 801r & 801re (Reporting and Remittance Procedures).
- IATA Resolution 805zz and its Attachments (Cargo Agency Rules).

More details on the Agency contract can be found in Cargo Agency Conference Resolutions Manual in Resolution 801a.

More details on EACP (European Air Cargo Programme) can be found in Section 3 §3.1.6 of this manual.

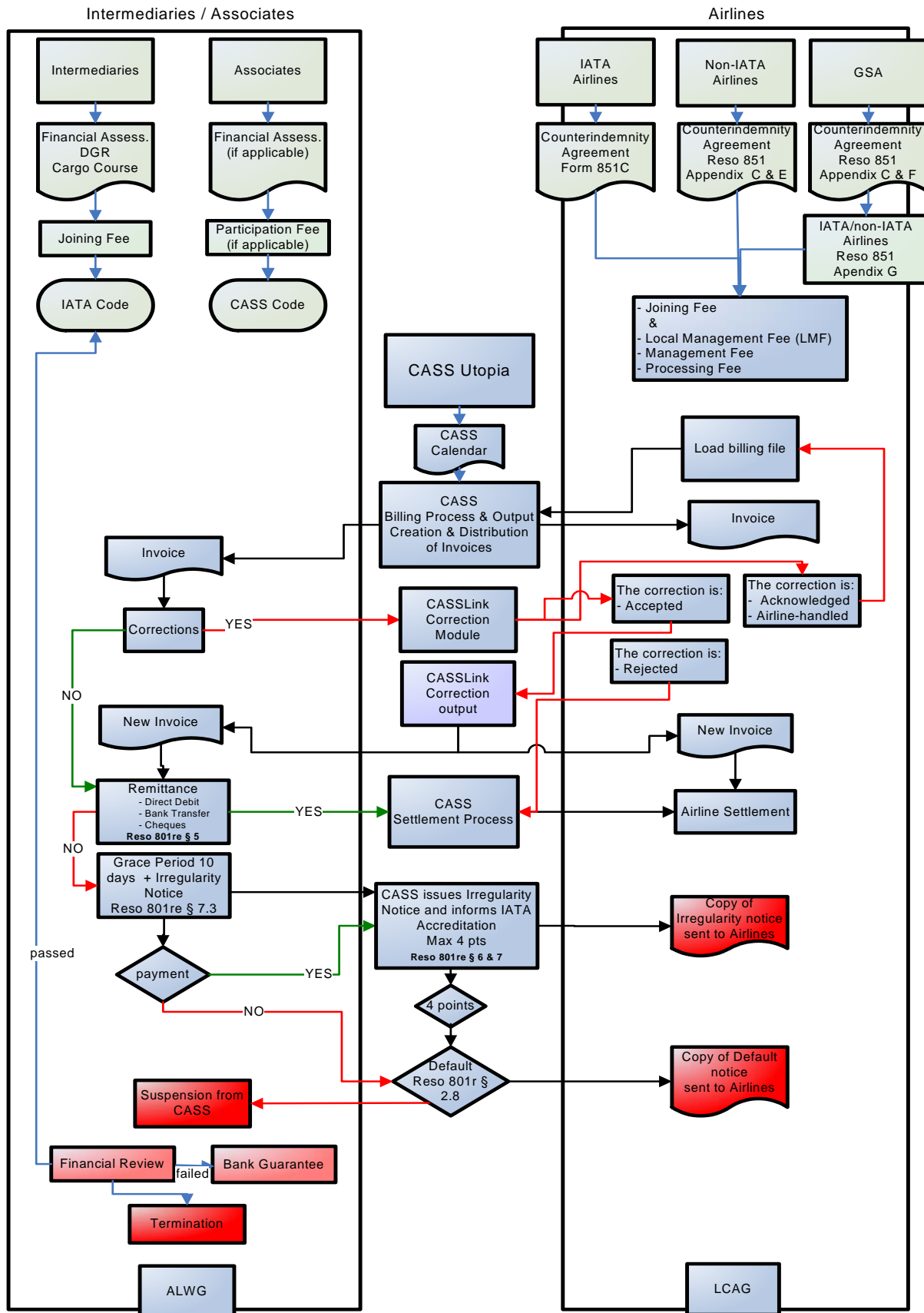
### List of EACP countries & IATA Local Representatives as of April 2009

Austria	Christian Gessner	Info.at@iata.org
Benelux	Gregory Basecqz	Info.belux@iata.org
Bulgaria	Sergiu Sarasan	sarasans@iata.org
Cyprus	Anna Stylianou	Info.cy@iata.org
Czech Republic	Blanka Svobodova	Info.czsk@iata.org
Denmark	Ulla Nilson	Info.se@iata.org
Finland	Ulla Nilson	Info.fi@iata.org
France	Stéphane Noll	Info.fr@iata.org
Hungary	Blanka Svobodova	Info.czsk@iata.org
Germany	Christian Gessner	Info.de@iata.org
Greece	Torkan Saremy	Info.gr@iata.org
Ireland	Janet Ludlow	Info.ie@iata.org
Italy	Stefania Tomasini	Info.it@iata.org
Latvia	Ulla Nilson	Info.se@iata.org
Lithuania	Ulla Nilson	Info.se@iata.org
Malta	Philip Cilia	Info.mt@iata.org
Norway	Ulla Nilson	Info.se@iata.org
Poland	Joana Wolf	<a href="mailto:info.pl@iata.org">info.pl@iata.org</a>
Portugal	Francisco Bataglia	Info.pt@iata.org
Romania	Sergiu Sarasan	sarasans@iata.org
Slovakia	Blanka Svobodova	Info.czsk@iata.org
Spain	Francisco Bataglia	Info.es@iata.org
Sweden	Ulla Nilson	Info.se@iata.org
Switzerland/Liechtenstein	Stéphane Noll	Info.ch@iata.org
United Kingdom	Janet Ludlow	Info.uk@iata.org

### List of non EACP countries & IATA Local Representatives

Estonia	Ulla Nilson	Info.se@iata.org
Iceland	Ulla Nilson	Info.se@iata.org
Turkey	Okan Ogur	<a href="mailto:oguro@iata.org">oguro@iata.org</a>

# SECTION 2 CASS Flowchart



## SECTION 2 Explanation of Flowchart

description of the boxes	Definition
Intermediary or Agent	(Sometimes referred to as IATA Cargo Agent). Means a legal person which is a registered IATA Cargo Agent whose name is entered on the Cargo Agency List, having executed an IATA Cargo Agency Agreement having been adjudged to have met the registration and retention criteria as specified in the Cargo Agency Rules. This term also indicates IATA European Air Cargo Programme Intermediaries who conduct transactions in accordance with Part 1 of the European Air Cargo Programme form of Cargo Intermediary Agreement. It also includes Intermediaries who conduct transactions in accordance with Part 1 of the Cargo Intermediary Agreement – Australia.
CASS Associate	Any person other than a registered IATA Cargo Agent or an air carrier, which has executed an Associate Agreement for the participation in a local CASS operation.
IATA Airline	Airline which is an IATA Member
Non-IATA Airline	Airline which is not an IATA Member. After having signed the Form of Application and Concurrence (form 851 E) with IATA, Airline may be approved to participate in CASS against a joining fee (more details under “Joining fees”).
GSA (or GSSA)	Entity appointed by an Airline to represent itself for the promotion and sale of air cargo in a given territory.
Financial Assessment Dangerous Goods Course Cargo Introductory Course	The process of assessing the applicant’s financial standing and his ability to remain solvent and pay bills. (Please refer to CACRM Resolution 801 – Section 1 § 1.1.3.2(a) “Minimum Staff Requirement” for more details)
Financial Assessment for Associates (if there is any)	The process of assessing the applicant’s financial standing and his ability to remain solvent and pay bills.
IATA CASS Code/CASS Associates Code	Unique code to identify the various CASS participants by using a 7 to 9 letter and digit system.
Counterindemnity Agreements (Forms 851C/851E/851F)	Forms appearing in the Cargo Agency Conference Resolutions Manual related to the CASS operations
CASS Joining fees	Applicable fees as per IATA price list published on IATA Portal (see price list in Section 8 of this Manual)
CASS Utopia	Virtual CASS Operation.
CASS Calendar	Calendar issued locally once a year establishing the key timelines for Reporting and Remittance & Settlement.
Load Billing File	Loadable daily but at least once or twice per month based on CASS Calendar deadlines.
CASS Billing Process	Production of invoices based on the Billing data loaded through CASSLink.
Corrections	Applicable when agent notifies error to Airlines via CASSLink or direct. CASSLink enables both agents and airlines to submit corrections before the settlement.
Correction status	See chapter 4.7.3
CASSLink Correction Module	Module where corrections can be entered by Airlines and/or Agents
Revised Invoice	Final output with corrected data

Remittance	Payment by Agents to CASS (direct debit or bank transfer)
CASS Settlement process	CASS payment to Airlines and/or due to Agents & GSA's
Airline Settlement	Airlines receiving funds
Grace Period	Window during which Intermediary/Agent who has missed settlement can pay CASS
Irregularity Notice	Notice given to Agent who has not paid according to Resolution 801r or 801re
Irregularity	Irregularity Points given to Intermediaries/Agents who have not paid
Irregularity Notice sent to Airlines	IATA Cargo Manager sends a "Notice of Irregularity" to the Intermediary in the form of a registered letter or email. Airline is informed accordingly.
Payment	Agents' payment to CASS after notification of irregularity
Irregularity points	Irregularity Points given to Agents in the case of non-payment on remittance date. The accumulation of 4 penalty points during any 12 consecutive months result in the Agent being put in Default. This is done by the Cargo Manager who acts as the Agency Administrator (for more details, see CACRM Resolution 801re, § 2.6).
Default	Applicable status when Intermediary/Agent does not pay during grace period and/or when 4 penalty points have been reached during any consecutive 12 months.
Default Notice sent to Airlines	Intermediaries/Agents status message sent to Airlines in the form of bulletins
ALWG (Agent Liaison Working Group)	Cargo agents working group meeting at a minimum of once a year. The ALWG ensures full consultation with the national association(s) of cargo agents of the CASS-Export and CASS-Import. In particular it ensures that any enhancements or modifications to the system, affecting agents interests, have been discussed with and have attracted a broad consensus, from the agents association, prior to implementing them. (for more details, see CACRM Resolution 851f)
LCAGC (Local Customer Advisory Group Cargo)	Represented by a maximum of 10 suitably qualified senior representatives from Airlines providing expertise in the different fields of the CASS activities, the LCAG gives advice on the establishment of local CASS business requirements and enhancements. (for more details, see CACRM Resolution 851 appendix B)

## SECTION 2 CASS PROCESS MILESTONES

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### Monthly

- on the 02<sup>nd</sup> of the month, IATA Accreditation sends CASS Bulletin updates to Airlines (new agents, irregularities, default, changes, etc...)
- Around the 08<sup>th</sup> of the month, Airlines load billing files into CASSLink.
- Around the 09<sup>th</sup> of the month – CASS Output/Invoice available
- If discrepancies occur, Agents and Airlines can use the correction period to correct billing files.
- Around the 15<sup>th</sup> of the month, IATA Accreditation sends IATA Cargo Agency Bulletin updates (new agents, irregularities, default, changes, etc...)
- Around 25<sup>th</sup> of the month, Airlines load files with corrections.
- Around 26<sup>th</sup> of the month – CASS Final Output Available (included corrections)
- Around 26<sup>th</sup> of the month, CASSLink generates Bank files (payments: debits & credits of participants).
- On the 30<sup>th</sup> of the month or next working day, Agents pay CASS as per on CASS Invoice (Remittance).
- On the 30<sup>th</sup> of the month or next working day, Airlines are settled as per CASS Invoice (Settlement).
- On the 30<sup>th</sup> of the month, Airlines settle Local Fee to CASS unless otherwise locally agreed.

Above dates are indicative (in case of public holidays or weekends next business day applies). Please refer to country specific [CASS calendar](#) as it is crucial to respect deadlines.

### Yearly

- Fees
  - End of the year, IATA charges IATA agency fees
- Administrative
  - End of the year, CASS issue following year calendar
  - IATA issues the CASS budget.
  - Agent Financial reviews in case of:
    - 3 notices of irregularity within a consecutive 12-month period (the 4<sup>th</sup> notice puts the agent in default)
    - Excess of credit limit up to 15%
    - Price list
    - IATA exchange rates for the new year
- Meetings
  - CASS organises
    - **LCAGC** – Local Cargo Customer Advisory Group Cargo (**Resolution 851 Appendix B**)
    - **ALWG** - Agent Liaison Working Group (**Resolution 851f**)
  - IATA organises
    - **CPG** - CASS Policy Group

## SECTION 3 IATA Accreditation Process

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### 3.1 Intermediaries/ IATA Cargo Agents and Associates

#### 3.1.1 Intermediaries/IATA Cargo Agents

The accreditation process is handled by IATA Service Centre Europe in Madrid. Intermediaries have to comply with following Cargo accreditation qualifications and procedures as defined on the IATA Accreditation portal:

- [http://www.iata.org/ps/certification/accreditation-cargo/accreditation\\_qualifications.htm](http://www.iata.org/ps/certification/accreditation-cargo/accreditation_qualifications.htm)
- [http://www.iata.org/ps/certification/accreditation-cargo/accreditation\\_procedures.htm](http://www.iata.org/ps/certification/accreditation-cargo/accreditation_procedures.htm)

Following documentation needs to be provided to complete the IATA Accreditation process:

- Cargo Intermediary Agreement (**Resolution 805zz Attachment A**)
- Application Form for Registration as an IATA Cargo Agent  
[http://www.iata.org/NR/rdonlyres/BAB3BDFC-A016-4366-B9EF-050ACF00DC14/0/cargo\\_accreditation\\_app\\_form06.pdf](http://www.iata.org/NR/rdonlyres/BAB3BDFC-A016-4366-B9EF-050ACF00DC14/0/cargo_accreditation_app_form06.pdf)
- IATA/FIATA Introductory Course diploma (held by a minimum of 2 persons) or any equivalent course offered by an IATA Member, a FIATA member accredited by the Air Freight Institute of FIATA (AFI), or any other course provided by an airline or training institute.
- Acceptable & valid Dangerous Goods diploma held by a minimum of 2 persons per head office and one per sub-location.
- Financial standings, independently produced (certified documentation) and prepared in accordance with local accounting practices:
  - Profit & Loss certified statement.
  - Balance sheet.
- Commercial registration or licence to trade and any other national legal requirement.
- Bank Guarantee when applicable.

#### 3.1.2 CASS Associates

CASS Associates are entities participating in the local CASS program but are not IATA accredited. They do not have to comply with Cargo accreditation qualifications and procedures as stated on the IATA Accreditation portal, however the following documentation must be provided to join the local CASS operations:

- CASS Associate Agreement. **Resolution 851 Appendix D1** (for non-EACP country)
- Or
- CASS Associate Agreement **Resolution 851 Appendix D2** (for EACP country)
  - Financial standings, independently produced (certified documentation) and prepared in accordance with local accounting practices:
    - Profit & Loss certified statement
    - Balance sheet (where applicable)
  - Commercial registration or licence to trade and any other national legal requirement
  - Bank Guarantee when applicable.

### 3.1.3 Notification of Changes

#### Change of Ownership, legal Status, Name and Address

Intermediaries and CASS Associates participating in CASS are reminded of their obligations under their respective Cargo Agency and CASS Associate Agreement to notify any

- Changes of Ownership
- Changes of Legal Status
- Changes of Name or
- Changes of Address

The above changes of head, branch or air waybill issuing offices must be reported to CASS Offices for appropriate action.

### 3.1.4 Advice of new Air Waybill issuing office

CASS Intermediaries/Agents/Associates having a new Air Waybill issuing office should also notify the CASS Management Office so that an appropriate CASS branch code may be allocated to the new issuing office.

### 3.1.5 CASS Coding

A specific 11-digits (14-positions) IATA CASS Code is allocated for every EACP Intermediary/IATA Cargo Agent or CASS Associate participating in CASS. Based on this Code agents receive an access information for CASSLink, including the Manual and access codes. Agents state the IATA CASS Code on all air waybills that they issue, which simplifies their identification during processing of sales. The Code is also communicated to airlines participating in CASS for an easy distinction of agent sales activities.

No	CZ		DESCRIPTION
	EACP	ASSOC.	
1+2	15	15	Country
3	-	-	Dash
4	4	4	Activity Code (Cargo)
5	Space	Space	Space
6	7	5	Agent Type
7+8+9	***	***	IATA Number
10	/	/	Slash
11+12+13	***	***	CASS Code digits/ Different for head office and branches.
14	*	*	Check digit

### 3.1.6 EACP (European Air Cargo Programme) – Export only

#### 3.1.6.1 Introduction

The European Air Cargo Programme (EACP) is established by the Cargo Agency Conference and covering cargo intermediary accreditation. It is implemented wherever there is a CASS in the EU, EEA (European Economic Authority) and Switzerland.

The EACP is directed jointly by representatives of IATA Member Airlines and representatives of Intermediaries, who together constitute the European Air Cargo Programme Joint Council (“the Joint Council”). Members of the Council also include the IATA Head of Cargo, the Chairman FIATA Airfreight Institute and the Director General of CLECAT, or their designated representative(s).

The EACP aims at having Airlines and Intermediaries (Forwarders and Agents) work together to provide a seamless, on-demand choice of products and services which enables shippers and producers to freely move cargo from and throughout the European Area.

### 3.1.6.2 Criteria for registration and retention

Posting of document is put on hold as new document has not been validated by EACP.

## 3.2 AIRLINES & GSSA

### 3.2.1 Airlines

All airlines are eligible to participate in CASS. Entry fee is USD 2,500.00 for IATA Members and USD 3,500.00 for non-Members. All other costs are shared based on the respective volumes airlines process through the system. LMF (Local management fee) for Airlines/GSAs is calculated upon cost share formula 40/30/30 (Flat fee - by number of participants/SCU share/Settlement share).

- Entry fee: (as per Price List section 8)
  - IATA Members: USD 2,500.00 as an indication
  - Non-IATA Members: USD 3,500.00 as an indication
  - Annual Fee (non-IATA Airlines) USD 500.00 as an indication
  - Central & Regional Fee
- Account Beneficiary instruction signed by 2 senior managers from the Airline's head office, one of them being the CFO.
- Counterindemnity Agreement. (Resolution 851 Appendix C)
- Airline general information data sheet (Questionnaire)
- Local Bank Account or for cross border payment through ICCS

### 3.2.2 GSSA (General Sales and Services Agent)

GSSA pays only one entry fee irrespective of the number of Airlines it represents. All other costs are shared based on the respective volumes airlines GSSA process through the system. LMF (Local management fee) for Airlines/GSAs is calculated upon cost share formula 40/30/30 (Flat GSSA fee/SCU share/Settlement share).

- Entry Fee USD 3,500.00
- Annual Fee USD 500.00
- Bank Account Beneficiary instruction signed by 2 senior managers from the GSSA head office.
- Counterindemnity Agreement. (Resolution 851 Appendix C)
- Form of Authorization signed by 2 executives from the represented Airline (**Resolution 851 Appendix G**), one of them being the CFO
- GSSA general information datasheet (Questionnaire)
- Local Bank Account or for cross border payment through ICCS

## SECTION 4 CASS Process

### 4.1 CASS Calendar

IATA issues a yearly calendar that specifies the exact:

- Billing months and period
- Airlines billing file submission deadlines
- CASS output distribution date
- Correction period
- Settlement date
- Grace period (where reported in the calendar)

Following is the link to access the respective Reporting Calendar:

[http://www.iata.org/customer\\_portal\\_europe/dfc.htm](http://www.iata.org/customer_portal_europe/dfc.htm)

### Sample of CASS Calendar

Billing Month	PERIOD 1		PERIOD 2		CORRECTION PERIOD		Remittance Date (or Direct Debit & EFT)	Grace End
	Reporting Days	Electronic Output available	Reporting Days	Electronic Output available	End Billing Dispute	Electronic Output available		
JAN	01 - 15	24-Jan-09	16 - 31	07-Feb-09	13-Feb-09	21-Feb-09	02-Mar-09	12-Mar-09
FEB	01 - 15	25-Feb-09	16 - 28	07-Mar-09	13-Mar-09	21-Mar-09	30-Mar-09	09-Apr-09
MAR	01 - 15	25-Mar-09	16 - 31	07-Apr-09	15-Apr-09	23-Apr-09	30-Apr-09	11-May-09
APR	01 - 15	24-Apr-09	16 - 30	06-May-09	12-May-09	20-May-09	02-Jun-09	12-Jun-09
MAY	01 - 15	27-May-09	16 - 31	09-Jun-09	15-Jun-09	23-Jun-09	30-Jun-09	10-Jul-09
JUN	01 - 15	24-Jun-09	16 - 30	08-Jul-09	15-Jul-09	23-Jul-09	30-Jul-09	10-Aug-09
JULY	01 - 15	24-Jul-09	16 - 31	07-Aug-09	14-Aug-09	22-Aug-09	31-Aug-09	10-Sep-09
AUG	01 - 15	26-Aug-09	16 - 31	09-Sep-09	15-Sep-09	23-Sep-09	30-Sep-09	12-Oct-09
SEPT	01 - 15	24-Sep-09	16 - 30	07-Oct-09	14-Oct-09	22-Oct-09	30-Oct-09	09-Nov-09
OCT	01 - 15	24-Oct-09	16 - 31	06-Nov-09	13-Nov-09	21-Nov-09	30-Nov-09	10-Dec-09
NOV	01 - 15	25-Nov-09	16 - 30	08-Dec-09	14-Dec-09	22-Dec-09	30-Dec-09	11-Jan-10
DEC	01 - 15	24-Dec-09	16 - 31	07-Jan-10	14-Jan-10	23-Jan-10	01-Feb-10	11-Feb-10

### 4.2 ROLES & RESPONSIBILITIES

All operations relating to CASS must be done in accordance with resolution 801r or 801re.

#### 4.2.1 Intermediaries/CASS Associates and Agents

- Issue AWB  
The Intermediary/Agent/CASS Associate should submit all copies (except the copies specified for Intermediaries/Agent/CASS Associates use) of completed Air Waybills or electronic AWB directly to the Carrier or its agent when delivering consignments ready for carriage.

- Remittance  
The Intermediary/Agent/CASS Associate should pay CASS on time and in full as per the CASS calendar remittance/ settlement day. In case of dispute CASS will hold funds in an escrow account.
- Corrections  
When an Intermediary, Agent or CASS Associate receives its CASS invoice and discovers errors the it should immediately contact the Airline to discuss the way a correction may be requested.
- Settlement  
CASS pays Intermediary/Agent/CASS Associate in case of credit

#### 4.2.2 Airlines

- Billing file creation  
Upon receipt of the Air Waybill and supporting documents/forms issued by an Intermediary/Agent/Associate on their behalf, Airlines carry out the usual quality and accuracy checks.  
A billing file is created based on the Air Waybill data (agent code, destination, weight, charges...) and booking details (special pricing conditions).  
Errors discovered are adjusted by means of a Cargo Correction Charges Advice (CCA) or Debit Credit Memo (DCM).
- Billing File Loading  
The Airline loads its billing file in CASSLink (<https://CASSLink.iata.org>) as per the CASS Reporting calendar deadlines.  
Airlines billing files, which are not loaded as per CASS calendar deadline, are processed in the following month.
- Settlement  
In case of negative settlement, Airlines must pay CASS on time as per the CASS calendar remittance date.
- Corrections  
Airlines have the opportunity to address any correction request in four ways:
  1. Enter a correction document (CCA or DCM) into a billing file and load it into CASSLink
  2. Enter a Online Correction in CASSLink (if this option has been activated accordingly).
  3. Approve a "Request for Correction" entered by the agent (if the CASSLink online corrections option has been activated accordingly)
  4. Indicate that the correction is "Airline Handled". This means the correction request is approved but the Airline will make the correction in its own system and load it into CASSLink by a billing file.

The status of the Correction can be consulted via CASSLink: Corrections - View Corrections. A Request for Correction submitted by an Agent must be responded to with any of the following responses: "Accepted", "Rejected", "Acknowledged" or "Airline Handled", by the Airline.

#### 4.2.3 IATA

- Invoices production and distribution  
IATA, through the CASSLink system, produces invoices in the accepted layout and format on the day of Outputs Available as per CASS Reporting Calendar. Invoices are available on CASSLink as per the CASS Calendar output.
- Storage period  
CASSLink standard storage period is 13 months. For exceptions, see country specifics.  
Invoices are stored for a period of 10 years.
- Settlement process  
Ensures that funds are received and processed as per CASS Reporting Calendar settlement.

- Settlement Irregularity  
Implements the instructions as specified in Resolutions 801r or 801re
  - Issues irregularity and/or default notice.
  - Informs IATA Accreditation who keep track of irregularities and issue report to Airlines.
  - Defaults Intermediary/Associate after grace period of 10 days, if full payment is not received.
- Corrections  
Issues correction invoices on the day of Final Outputs Available as per the CASS Reporting Calendar

## 4.3 BILLING PROCESS

### 4.3.1 Billing Frequency

For each calendar month period, Intermediaries and CASS Associates receive **one, two or three** billings (depending on the country):

- P1 = 1st Billing Invoice (if applicable): (delivered around 20th of each month) covering:
  - a) air waybills executed on or before the first half of the current month (01<sup>st</sup> to 15<sup>th</sup>)
  - b) An Export Billing Statement detailing the first billing period.
- P1/P2 = 2nd Billing Invoice: (delivered around 10th of each month) covering:
  - a) air waybills executed on or before:
    - a. the second half of the previous month (15<sup>th</sup> to last day) or
    - b. the 01<sup>st</sup> to the last day of the month **if only 1 period applicable**
  - b) any Credit/Debit notes (DCMs) and Cargo Charges Correction Advice (CCAs) from current & previous billing periods.
  - c) An Export Billing Statement detailing the first billing Period.
- P3 = 3rd Billing Invoice: (delivered around 22<sup>nd</sup> of each month after P1) covering:
  - a) any Credit/Debit notes applicable in case of corrections.
  - b) a cumulative total of the 1st, 2nd and 3rd billings on an Export Billing Statement.

### 4.3.2 Airline loads billing file

- The Airline loads its billing file in CASS Link (<https://CASSLink.iata.org>) as per the CASS calendar periods and deadlines.
- Airlines billing files, which were not loaded as per CASS calendar deadline, will be processed on the following month.

### 4.3.3 Billing output

- Based on Airlines billing file, CASSLink generates an output as per the CASS calendar.
- This output consists of Cargo sales invoice/Adjustment report and billing statement built according to the Airline code and Intermediary and/or Associates CASS code.
- CASS recipients (Airlines, Intermediaries and/or Associates) access their output:
  - In CASSLink for download.
  - By e-mail to selected persons as stated in the CASSLink master file.

### 4.3.4 Invoices and Archiving

Invoices are in electronic format (.pdf) and digitally signed in compliance with EU Directive 115. They might, in some cases, still be issued in paper format. Invoices can also be produced in .txt and .xls format at an additional cost (see price list).

Invoices for CASS participants (Intermediaries, CASS Associates, IATA Cargo Agents and Airlines) are archived for a period of 10 years.

**For the Intermediaries and/or Associates**

- Front page specifies billing period and banking information.
- Cargo sales invoices/Adjustment report. Detailed invoice by AWB number.
- Export billing statement. Summary of the total amount due to and/or by Airline.

#### **For the Airlines**

- Front page specifies the billing period and general information.
- Cargo sales invoices/adjustment. Detailed invoice by AWB numbers.
- Export billing statement. Summary of the total amount due to and/or by Airline.
- Notification of CASS volume and share.

## **4.5 REMITTANCE & SETTLEMENT**

### **4.5.1 Intermediary/Agent/Associate and Airline Remittance**

#### **4.5.1.1 Direct Debit (preferred mode of remittance)**

For the full amount shown on the CASS Invoice as per the CASS calendar settlement date. It is the responsibility of the Intermediary/Agent/Associate to ensure that funds are available in the account on the settlement date.

#### **4.5.1.2 Bank transfer (preferred mode of remittance)**

For the full amount shown on the Export Billing Statement. The amount must be available in IATA CASS' bank account on the settlement date shown in the CASS calendar.

#### **4.5.1.3 By cheque only in specific countries.**

For the full amount shown on the Export Billing Statement. The cheque must be received on time to allow timely transfer of the funds in IATA CASS' bank account on the settlement date shown in the CASS calendar.

*Note: If Direct Debit and/or Bank Transfer are not possible, bank cheques are accepted)*

#### **4.5.1.4 Amounts Due to an Intermediary / Associate**

In the cases where an amount is due to an Intermediary/IATA Cargo Agent or CASS Associate, the CASS Management Office will ensure that the payment is made by bank transfer on Remittance and Settlement date into the account communicated by the Intermediary/IATA Cargo Agent or Associate.

### **4.5.2 Airline Settlement**

#### **4.5.2.1 Bank transfer**

For the full amount shown on the CASS Invoice as per the settlement date specified in the IATA calendar.

## **4.6 GRACE PERIOD**

From and including the first day after the settlement date, a grace period of 10 calendar days is allowed for any Intermediary/Agent/CASS Associate to settle any outstanding amount before default action is taken.

## **4.7 BILLING DISCREPANCIES & CORRECTIONS**

When an Intermediary, Agent or Associate receives its CASSLink invoice and discovers errors the it should immediately contact the Airline to discuss the way a correction can be requested. (It is the Airline that decides whether Online Corrections may be entered/accepted into CASSLink.)

If a Request for Correction has been **Saved** by the Intermediary/CASS Associate into the CASSLink correction module, the Airline is alerted of an pending correction. The CASSLink

“Homepage alert” to the Airline is only displayed in the case of pending corrections awaiting an action.

Airlines have three ways to address a correction request:

1. Enter a correction document (CCA or DCM) into a billing file and load manually into the CASSLink (same way as AWBs)
2. Enter an Online Correction, if online corrections possibility has been activated for the particular Airline.
3. Approve a Request for Correction entered by the agent, if online corrections possibility has been activated for the particular carrier.

A Request for Correction entered by an Agent must be Accepted, Rejected, Acknowledged or Airline handled by the Airline:

**Accept:** The airline accepts the online correction and the system generates the correction record.

**Reject:** The airline refuses the online correction (and enters a reason).

**Acknowledge:** The airline acknowledges seeing the request but has not decided to Accept or Reject the request.

**Airline Handled:** The airline accepts the correction but will handle it through its own cargo accounting system (issuing a DCM or CCA).

Correction – a reason must be entered in the “reason for correction” field.

Rejection – a reason must be entered in the “reason for rejection” field.

#### **Correction Facts:**

- A Correction entered by an Agent is considered as a “**Request for Correction**”
- Correction Request entered by an Agent **MUST** be Accepted, Rejected or Airline-handled by the Airline
- A Correction entered by an Airline is automatically accepted (if the person entering the correction is authorised to “Approve Corrections”)
- It is the Airline that decides whether Online Corrections may be entered/accepted in CASSLink
- Approved Corrections to be entered into CASSLink via a billing input file, should be marked as “Airline-Handled”, not Acknowledged
- Acknowledged does not mean that the Correction Request has been accepted
- Correction documents are included in the next billing period.
- During Correction Periods, CASSLink will process Correction documents **ONLY**.

#### **Correction Principles:**

##### **Intermediaries/Agents:**

- It is recommended that the Agent/Intermediary follows up with the Airline concerned after submitting a Correction.
- Enter Correction Requests as soon as possible after the Billing Period processing

##### **Airlines:**

- Should check CASSLink regularly and not only when billing files are loaded
- Corrections should be actioned (Accepted, Rejected or Airline-Handled) by the Airline as soon as possible after entry by the Intermediary/Agent
- Pending or Acknowledged Corrections never expire – they continue to be displayed until Accepted or Rejected

##### **CASSLink:**

- At the end of the correction period, CASSLink generates revised invoices and bank files which are used for the settlement process (ie: direct debit files etc....)

## **4.8 BILLING DISPUTES**

When an agreement cannot be reached between an Airline and the Intermediary/CASS Associate, the following procedure should apply:

- Billing disputes should be notified to the CASS Manager before the amount in dispute is due to be paid.
- The Intermediary/CASS Associate and the Airline must provide written details to the CASS office by urgent means (such as letter, fax, e-mail)
- The CASS office should be provided with evidence from both parties. It should discuss the issue with both parties in order to make a recommendation accordingly.
- Should such a recommendation be not acceptable to both parties, the CASS office, together with a full-time official from the local Agents' Association (AP: I believe this is what you wanted to say?), should review the case.
- As long as the dispute is pending the Intermediary/CASS Associate may be asked to pay the disputed amount which will be held in an escrow account by the CASS office.

The deadline date for a finalization of a dispute, where monies have been taken into the escrow account, shall be 60days from and including the date when the CASS Manager is first notified that the dispute exists. (6.11 of IATA Settlement Systems Service Provision – Cargo (ISSP) Manual)

*Note: Disputes in EACP Area (801 re) may be different from the rest of the world in the way they are handled.*

## **SECTION 5 CASS INDUSTRY MEETINGS**

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### **Cargo Local Customer Advisory Group Cargo (LCAG-C) ([Resolution 851 Appendix B](#))**

In charge of local customer service issues and coordination of local needs, the LCAGC is normally composed of 10 persons elected for a two-year term.

It is a user forum where local CASS operational issues, business requirements, enhancements and differences from worldwide policy and standards are discussed and addressed. This forum is not a decision making body, issues must be escalated to the CPG (CASS Policy Group). LCAGC meets a minimum of once per year.

### **Agents Liaison Working group (ALWG) (Resolution 851f)**

Focusing on CASS-Export and CASS-Import operational issues, the ALWG is composed of representatives from the local Agent's Associations.

It is a platform which ensures that any enhancements or modifications to CASS operations affecting the Intermediaries and/or CASS Associates, have been discussed with, and have attracted a broad consensus prior to final implementation in line with IATA Resolutions.

ALWG meets when necessary to solve any issues and advise on improvement to CASS services.

## SECTION 6 CASSLink

**CASSLink** is an internet-based data processing and customer management system of IATA which facilitates interaction and exchange of information between participating cargo Intermediaries/CASS Associates and Airlines/GSAs.

### 6.1 CASSLink Export settlement system

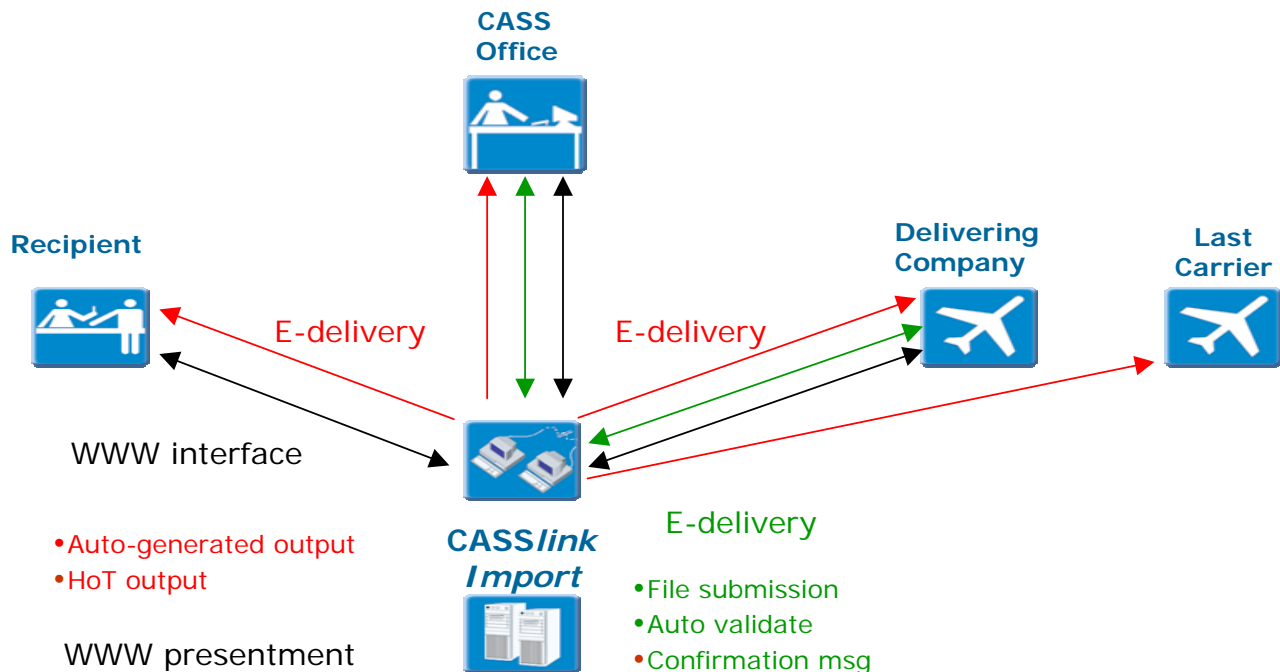
With **CASSLink**, CASS participants benefit from an innovative web-based interface which provides them with:

- Airline data input, including File Validation
- Advance billing reconciliation through daily “transaction view”
- Global system access
- Customised output options

In addition to the standard CASS Processing, other **Special Features** include:

- On-line correction module
- Customised tax solutions
- GSSA specific features
- User level control of system access
- Consolidation / multi branch / multi location flexibility
- E-signature functionality
- AWB Stock Management system
- Courier Billing Voucher processing
- Separate CASSLink Import Billing system
- Archiving functionality

### 6.2 CASSLink Import settlement system



The CASSLink Import system was launched in 2007 and was designed to parallel and complement CASSLink Export. This independent system offers CASS billing services to Ground Handling companies and self-handling Airlines, and facilitates the collection of all shipment related destination charges, including inbound Charges Collect (CC) AWB amounts, as well as storage handling and miscellaneous charges due.

### **Key Features**

- Web based, interactive and self service features
- Fully automated currency conversions
- House AWB level detail
- Multi page invoice layouts, enabling highly detailed local charges to be displayed
- Last carrier billing feature (Charges Collect AWBs)
- Branch / Airport office / consolidated invoicing options
- CC Fee calculations

### **6.3 CASSLink Stock Management**

The CASSLink Stock Management system is a value-added service fully integrated within CASSLink which allows Airlines to automate the allocation of AWB serial numbers to their approved Freight Forwarders.

The service provides significant benefits for the forwarding community such as the ability to request stock allocation on-line 24 hours a day, 7 days a week. Forwarders and Airlines can also track usage and monitor used or unused allocations. It also provides a valuable audit tool to Airlines by ensuring allocated AWB's have been billed in CASSLink and therefore payment has been received.

#### **6.3.1 Roles & Responsibilities**

- CASS Operations activate Airlines and Freight Forwarders on the Stock Management module
- Freight Forwarders and Airlines nominate contact email addresses for stock allocation notifications (max 3)
- Airlines input their own Stock AWB number master range
- Airlines define individual Freight Forwarder stock allocations, including maximum holding
- Freight Forwarders request stock allocations online
- Dedicated and specific user access can be assigned for the AWB management service
- Freight Forwarders and Airlines both receive email notification of allocation
- Airlines can close ranges or delete AWB's at any time

#### **6.3.2 Subscription details**

##### **Airlines**

- Should contact the local Cargo Manager to activate this feature for them in CASSLink
- Activation requires a very short time so the use of this feature can be immediate.

##### **Freight Forwarders**

- Freight Forwarders should contact the Airlines they deal with about activation.

For more information about the CASSLink AWB Stock Management system or on how to use it, click [here](#) or send an email to [CASSLinkgva@iata.org](mailto:CASSLinkgva@iata.org).

## 6.5 CASSLink FBX



Currently under development, IATA's Forwarder Billing eXchange (FBX) will provide the Cargo Industry's first multi-modal "community based" billing and settlement system. Designed to appeal to all cargo industry participants it will leverage IATA's global data processing platform CASSLink, currently used in 71 countries by over 20,000 freight forwarder locations. The service will use a clearing-house concept, enabling each participant to both bill and be billed by other community members.

### Target Participants

- Freight Forwarders
- Trucking Companies
- Ground Handlers
- Other service providers
- Airlines

### Key Features

- Web based, interactive and self service features
- Master AWB, House AWB or other transaction based invoicing
- Simplifies the invoicing and payment process
- Efficient payment transfer - Single payable / single receivable

## **SECTION 7 GLOSSARY OF CASS TERMS**

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### **ALWG – Agent Liaison Working Group**

CASS/Agents working group, present in all CASS countries, established by the Cargo Agency Conference. Role is to ensure full consultation with the national associations of Cargo Agents on the operations of CASS-Export and CASS-Import and discuss CASS related issues. ALWGs meet at a minimum of once a year. Resolution 851f.

### **ACCOUNTABLE TRANSACTIONS**

Transactions for which Air Waybills are issued by an Intermediary/CASS Associate; the term also includes Cargo Charges Correction Advices issued in connection therewith by any carriers involved in the carriage of the relevant shipment and received by CASSLink (**Resolution 801re, Section B**)

### **AIR WAYBILL ISSUING OFFICE**

It is a branch office from an Intermediary/IATA Cargo agent or Associate which is located in a different location and issues AWB s which (AP: should it be with?) a separate branch number.

### **CASS ASSOCIATE**

Any person or entity, other than an IATA Intermediary or an air carrier, who has executed an agreement for participation in CASS. CASS Associate's Code will be an 11 digit unique code - the first three numbers (e.g. - 99-9 -) will identify as an associate, the next four numbers will identify the associate, the next three numbers will identify the associate's issuing office and the last number is a check digit.

### **BILLING**

The statement issued in respect of each Intermediary or CASS Associate by CASSLink indicating the net amount due, which is to be either remitted to or by the CASS Management Office in respect of the accountable transactions reported for the periods covered by the billing. (**Resolution 801r/801re**)

### **BILLING ANALYSIS**

A Billing Analysis comprises a set of Cargo Sales Invoice/Adjustments, which indicates in numerical sequence the details of AWBs issued during the reporting periods covered by the billing.

### **BILLING DATE**

The date on which the billing is issued and which appears on the Export Billing Statement. (**Reso. 801r/801re**)

### **BILLING PARTICIPANT**

An IATA Member, non-IATA air carrier or General Sales Agent which submits to CASSLink Air Waybill data in an electronically readable form in respect of transactions made on its behalf by Intermediaries or CASS Associates in accordance with Resolution 851.

### **BILLING PERIOD**

The time span covered by the billing, each transaction period (i.e. month) will comprise of two billing periods + and adjustment period (see reporting schedule available on web).(**Resolution 801r/801re**)

### **CARGO CHARGES CORRECTION ADVICE/ DEBIT CREDIT MEMO (CCA- DCM)**

CCA -The Advice raised by a CASS Airline to adjust the amount entered by the Intermediary or CASS Associate resulting from a revision to the data set out on an Air Waybill.

DCM – The Memo raised to amend incorrectly billed charges. (**Resolution 801r/801re, Section B**)

## **GLOSSARY OF CASS TERMS, continued**

### **AIRLINES**

An IATA Member fully participating in CASS, a non-IATA air carrier or General Sales Agent from which the Agency Administrator has accepted an application and concurrence in the prescribed form fully to participate in CASS

### **CASS MANAGEMENT or ISS MANAGEMENT**

The department of IATA responsible to the Agency Administrator for the administrative management and development of the CASS, and includes the representatives of Local CASS Office Management.(**Resolution 801r/801re**)

### **CASS POLICY GROUP (CPG)**

CPG is established by the Cargo Committee to provide directions to IDFS (IATA's Industry Distribution and Financial Services) on CASS matter. It provides advice to ISS Management on customer service issues, and to ISS management and CACConf on IATA Settlement System standards.

### **CORRECTION PERIOD**

Period during which an Intermediary/IATA Cargo Agent/Associate and/or Airline can notify the other party of a potential billing error. Both parties may submit their request for correction prior to settlement date and validation must be done by the Airline.

### **GRACE PERIOD**

Period of 10 calendar days (15 days in the UK) immediately following the remittance date, during which an Intermediary/IATA Cargo Agent or Associate can settle an outstanding amount. The grace period automatically generates an irregularity notice or places the Intermediary/IATA Cargo Agent or Associate in default if no irregularity points are left.

### **IATA CARGO AGENT** (sometimes referred as “agent”)

A legal person whose name is entered on the Cargo Agency List, having executed an IATA Cargo Agency Agreement having been adjudged to meet the registration and retention criteria as specified in the Cargo Agency Rules and not part of the European Air Cargo Program.

### **ICCS - IATA Currency Clearance System**

ICCS is the **global cash management service** which enables airline Treasurers to centrally control and repatriate their worldwide sales funds. It is currently used by over 240 airlines of varying sizes and had a throughput in 2008 of USD 30.5 billion.

### **ISS – Industry Settlement Systems (ISS)**

The functional area of Industry and Financial Services (IDFS) of IATA responsible for the management of CASS. Includes the representatives of Local CASS office management.

### **ISS MANAGEMENT or CASS MANAGEMENT**

The department of IATA responsible to the Agency Administrator for the administrative management and development of the CASS, and includes the representatives of Local CASS Office Management.(**Resolution 801r/801re**)

### **ISSUING AIRLINE**

The Airline whose Air Waybill is issued for the transportation of a consignment.(**Resolution 660**)

## **GLOSSARY OF CASS TERMS, continued**

### **INTERMEDIARY**

Means a freight forwarder or Cargo Agent, which has executed an IATA Cargo Intermediary Agreement having been adjudged to have met the registration and retention criteria of the European Air Cargo Programme rules, or the South West Pacific Cargo Agency Programme.

Intermediaries CASS Code will be the normal IATA 7 digit code plus four extra numbers - the additional first three numbers will identify the intermediaries issuing office whereas the fourth will be a check digit. e.g. 91-4 7000/003 1

### **LCAGC - LOCAL CUSTOMER ADVISORY GROUP CARGO**

Local Customer Advisory Group – Cargo (LCAGC) is established by the Cargo Agency Conference wherever a CASS is in operation. Each LCAGC provides advice to ISS Management on customer service issues and in particular, establishing and addressing local needs.

### **REMITTANCE**

Remittance is made to the CASS Management Office in payment of a billing. Unless otherwise specified, billing and payment is in local currency.

### **SETTLEMENT OFFICE**

The Settlement Office consists of CASS Management and the Data Processing Centre (DPC) who are responsible for the processing and settling of all billings

### **REPORTING PERIOD**

The time span within a billing period as published by CASS Calendar for which at least one file, must be submitted to CASSLink **.(Resolution 801r/801re, Section B)**

### **SUBMISSION DATE**

The latest date by which billing files related to a particular billing period are to be in the hands of the CASS Office **(Resolution 801r/801re, Section B)**

## **SECTION 8 PRICE LIST**

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To access Agents' and Airlines' price list, please go to following link:  
[http://www.iata.org/customer\\_portal\\_europe/dfc.htm](http://www.iata.org/customer_portal_europe/dfc.htm)

## **SECTION 9 Country specific information**

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### **9.2 Belgium & Luxembourg**

#### **SECTION 4 CASS Process**

##### **4.5 Remittance & Settlement**

The Refund of NAWB is in place as per agreed at implementation of CASS in the market. The NAWB refund is set at cost price and is set today at 0.17355 EUR (March 09).

#### **SECTION 5 Industry Meetings**

LCAG meetings are taking place once per quarter

ALWG meetings are conducted with the BAFI (Belgian Air Freight Institute)

## **SECTION 9 Country specific information**

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### **9.6 Denmark**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if there is a need for that

## **SECTION 9 Country specific information**

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### **9.7 Finland**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if required

## **SECTION 9 Country specific information**

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### **9.9 Germany**

#### SECTION 4 CASS Process

##### 4.3 Billing Process

4.3.1 Billing Frequency: Only one billing period and one correction period applies for Germany  
Correction Period is reported in the same billing period

##### 4.5 Remittance & Settlement

###### 4.5.1.1 Direct Debit for Germany

4.5.1.3 Cheques not accepted for Agent remittance.

#### SECTION 5 Industry Meetings

LCAG-C meetings are held twice a year

ALWG-C meetings are held twice a year

## **SECTION 9 Country specific information**

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### **9.11 Ireland**

#### **SECTION 3 CASS Accreditation Process Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process CASS Calendar**

2 billing and a Correction period applies in CASS IE

Cheques are not used in Ireland any longer

Corrections are reported on the next billing cycle.

#### **SECTION 5 CASS Industry Meetings**

LCAG intention to have 1 per quarter held jointly with CASS UK

ALWG are held on an ad-hoc basis when required for industry discussion

## **SECTION 9 Country specific information**

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### **9.13 Latvia**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if required.

## **SECTION 9 Country specific information**

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### **9.14 Lithuania**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if required.

## **SECTION 9 Country specific information**

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### **9.16 Netherlands**

#### **SECTION 5 Industry Meetings**

LCAG meetings are taking place once per quarter

ALWG are held on an ad-hoc basis when required for industry discussion ALWG meetings are conducted with the A.C.N (Air Cargo Netherlands); several workshops are held with Industry actors.

## **SECTION 9 Country specific information**

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### **9.17 Norway**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if required.

## **SECTION 9 Country specific information**

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### **9.19 Romania**

#### **SECTION 2 CASS Milestones**

LMF billed via CASSLink every 4 months January to December and retained whenever possible from the settlements due airline.

CASS Associate and non-IATA airline CASS participation billed upon joining and yearly in June.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Reference is sought from CASS RO LCAG upon Intermediary accreditation/Associate joining.

#### **SECTION 4 CASS Process**

##### **4.3 Billing Process**

4.3.1 Billing Frequency: 1 billing period applies.

4.3.4 Additional invoice issued by IATA for fiscal purposes to Agents and e-mailed as .pdf on Output date. IATA receives in return fiscal invoices from Airlines.

##### **4.5 Remittance & Settlement**

4.5.1.3 Cheques & direct debit not accepted for Agent remittance.

#### **SECTION 5 Industry Meetings**

LCAG held at least once per year.

ALWG held whenever necessary following an LCAG.

## **SECTION 9 Country specific information**

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### **9.21 Sweden**

#### **SECTION 2 MILESTONES**

Monthly

The remittance & Settlement is always made on the last day of the month. If this is on a bank holiday, the next working day will apply.

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract of the Registry of commerce is required.

CASS Associates: Original extract of the Registry of Commerce is **not** required

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

1 billing period applies in CASS Nordic & Baltic

Corrections are reported on the next billing cycle.

A correction period will be introduced

#### **SECTION 5 CASS Industry Meetings**

LCAG and ALWG have one joint meeting per year. More frequent meetings can be called if required.

## **SECTION 9 Country specific information**

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### **9.22 Switzerland/Lichtenstein**

#### **SECTION 4 CASS Process**

##### **4.3 Billing Process**

4.3.1 Billing Frequency: Only 1 billing period applies for Switzerland

##### **4.5 Remittance & Settlement**

4.5.1.3 Cheques not accepted for Agent remittance.

##### **4.7 Billing discrepancies and corrections**

Airlines invoicing AWB's older than 6 months must obtain written approval by email from the Agent and send a copy to [info.ch@iata.org](mailto:info.ch@iata.org).

#### **SECTION 5 Industry Meetings**

LCAG meetings are conducted with ACCS (Airlines Cargo Council of Switzerland)

## **SECTION 9 Country specific information**

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### **9.24 United Kingdom**

#### **SECTION 3 CASS Accreditation Process**

##### **Intermediaries/CASS Associates**

Intermediaries: Original extract the Registry of commerce is required.

CASS Associates: Original extract the Registry of commerce is **not** required

No Participation fee in the UK

#### **SECTION 4 CASS Process**

##### **CASS Calendar**

Two billing and correction period applies in CASS UK

Corrections are reported in the correction period or the next billing period

No cheques used in the UK

#### **SECTION 5 CASS Industry Meetings**

LCAG intention to have 1 per quarter

ALWG are held on an ad-hoc basis when required for industry discussion

Meetings with BIFA (British International Forwarders Association) included in the ALWG.