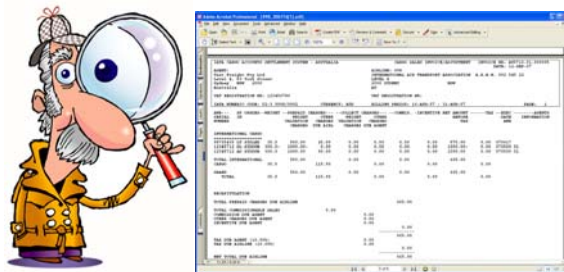


CASSLink Correction Module

Fact Sheet



Introduction

The Correction Module is an integral part of the CASSLink system. It allows Agents to identify and request corrections Online and Airlines to correct billing errors.

Correction Document Types

The Correction system allows for three (3) types of correction documents:

- CCA – Charges Correction Advice
- DCM – Debit Credit Memo
- Online Correction document

In the Airline and Agent CASSLink Output reports, these correction documents are identified as DL (Deleted item) and AD (Added item).

CCA & DCM

In the Airline Input Billing file, these are separated into Original/Incorrect (CCO/DCO) and Revised/Corrected (CCR/DCR) records. The CCO/DCO records are a reversal of the original Agent invoice, while the CCR/DCR are always a re-invoicing of the AWB to the Agent.

Online Correction document

This is an automated document used for the correction process within CASSLink.

In CASSLink:

- Airlines decide if they will allow Online Corrections to be made for their transactions
- Agents may request a correction online
- Only Airlines can approve an online correction (currently) and this can now be limited to certain Users within the Airline

Correction Periods

A Correction Period is a special processing Period to process correction documents only. It is used to correct the preceding *CASSLink* Billing Period. A Correction Period cannot process AWB's and will only process correction documents based on the Execution Date of the AWB being corrected.

The Correction Period will process ALL correction documents, not just Online Corrections.

The reporting output from a Correction Period will document:

- All correction documents processing in the Correction Period
- Adjust total amounts owed to/from Agents and Airlines for the Billing Period in terms of Remittance and Settlement amounts for the Billing Period.

Online Correction Options

A Correction entered by an Airline is automatically approved and entered into the next *CASSLink* Billing Period. For Online Correction requests entered by an Agent, the Airline has the option to:

- **Accept** – Accept the Correction as entered by the Agent
- **Reject** – Reject the Correction entered by the Agent
- **Acknowledge** – The Airline “acknowledges” that they have seen the Correction but are still deciding if they will Accept or Reject the Correction
- **Airline Handled** – Correction is approved, but the Airline will process the document correction via CCA or DCM through a billing input file

Airlines now have the option to identify and limit the number of Users in their company who can Accept corrections. Talk to your CASS Manager about this new feature.

Benefits of Online Corrections

Requesting Corrections online has many benefits. The principle benefits are:

- Uses the stored AWB billing data to credit the exact amount last billed to the Agent in *CASSLink*
- Is visible to both Airlines and Agents
- Provides Audit function for Correction
- Provides text space for Agents to explain the “Reason for Correction”
- Provides text space for Airlines to explain the “Reason for rejection” (mandatory)

Correction Document Processing

All entered and accepted corrections are processed in the next processing Period ie. a Billing or Correction Period, based on the execution date of the document being corrected.

For more information go to:

www.iata.org/ps/financial_services/casslink.htm

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