



CASS *Watch*

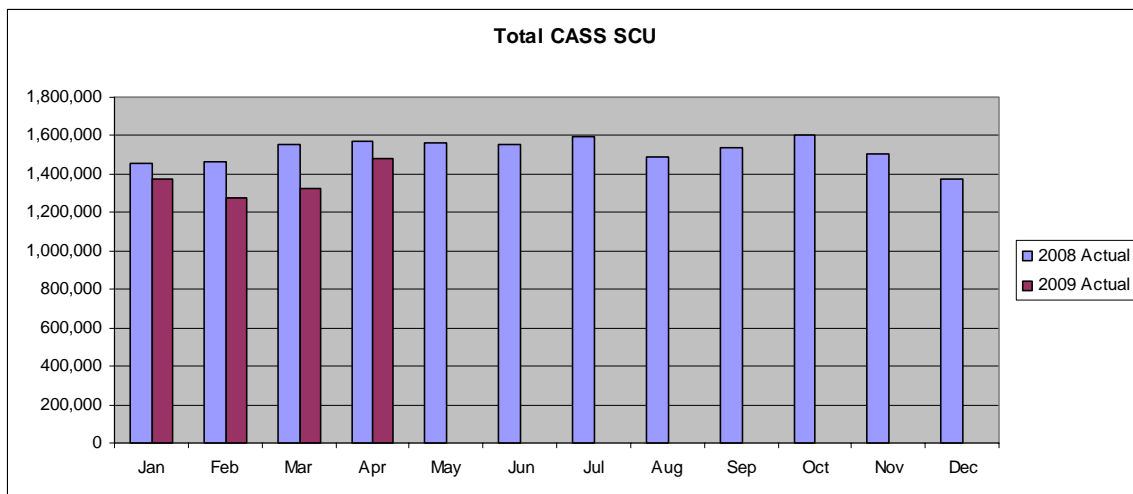
CASSWatch Q1 2009

CASS Success despite Cargo Market Turmoil

Welcome to CASSWatch 2009, your quarterly newsletter highlighting significant CASS developments.

2008 was another record breaking year for CASS activity. 10 new CASS operations were launched bringing the current number to 88 which include 78 Export, 6 Import and 4 Domestic operations. Over 18 million AWB's were processed through the system with a combined settlement value exceeding USD 28 billion. Despite the economic challenges experienced by the transportation community CASS, collection continued at extremely high levels, achieving 99.8% success.

Aggressive expansion, together with the launch of new and innovative cargo industry solutions will continue throughout 2009.



The dramatic downturn in Air Cargo business as a result of the current economic crisis has been widely reported and analyzed.

Cargo volume declines during the first quarter of 2009 in excess of 20% are not uncommon on major trade lanes.

Meanwhile, CASS volumes for the first 4 months of 2009 have shown only a 10% year on year reduction. This is primarily due to CASS expansion adding new operations and the launch of several new CASS Import operations.

CASS volume growth is also being addressed through the establishment of multi country CASS participation agreements with a number of key carriers and GSSAs. If there are a number of CASS Operations you would like to join, then talk to your local Cargo Manager about how we can help.

CASS Expansion...Growing the Network

Major launches in 2008 included CASS Colombia and Chinese Taipei Export, Hong Kong, Singapore and Morocco Import operations, USA and China Domestic as well as a number of regional expansions to existing operation such as Latvia, Lithuania and French Polynesia.

2009 has already started successfully with 6 new CASS operations including Pakistan, Uganda, Estonia and Tanzania Export, Brazil Domestic and the Gulf (UAE) Import.

During the remainder of the year we will focus intensively on launching a greater number of Import operations in key markets such as Canada, Australia, Germany, Spain, Switzerland and the Netherlands. Export expansion will target Israel and India which has been under study for a number of years.

Member airlines are encouraged to contact the local or regional IATA cargo team about participating in any of these new or existing CASS operations.

CASSLink Development

We continue to enhance and improve CASSLink. Recent developments have centered on the Online Correction module.

➤ Correction Module Feature

Airlines now have the option of deciding which of its Users will be able to "Approve Corrections". This feature provides Airline accounting offices the option to allow Users to "View" and even "Add" a Correction, but only the appointed nominee can Approve them.

We will also be implementing an email warning system when Airlines have any Unapproved Corrections (Pending or Acknowledged) in CASSLink.

➤ Stock Management

There are now fifteen (15) countries where Airlines take advantage of the CASSLink Stock Management system. These are – Australia, Ecuador, Great Britain, Greece, Hong Kong, Ireland, Italy, Japan, Morocco, New Zealand, Peru, Switzerland, Turkey, USA and Venezuela.

What are the benefits of using CASSLink Stock Management to allocate your Stock numbers? 24x7 access for agents to request Stock; Airlines maintain control of which agents can have stock and how many. The most important feature is that it provides an audit trail of which AWB's have been invoiced to agents through CASSLink (and therefore the Airline has received payment).

➤ Coming Soon

The Cargo Agency Conference has adopted changes to the CASS Resolutions making the use of Online Corrections in CASSLink mandatory and introduces disciplines regarding query resolution. Specific details will be distributed by your local Cargo Manager.

For more information about CASSLink Stock Management or the Online Correction tools, refer to the attached Fact Sheets or contact your local Cargo Manager.

CASSLink STOCK MANAGEMENT Fact Sheet

Would you like an automated, web based solution to manage your Neutral AWB number allocations?

Would an on-line AWB audit system enabling you to confirm that all of your AWBs have been billed?

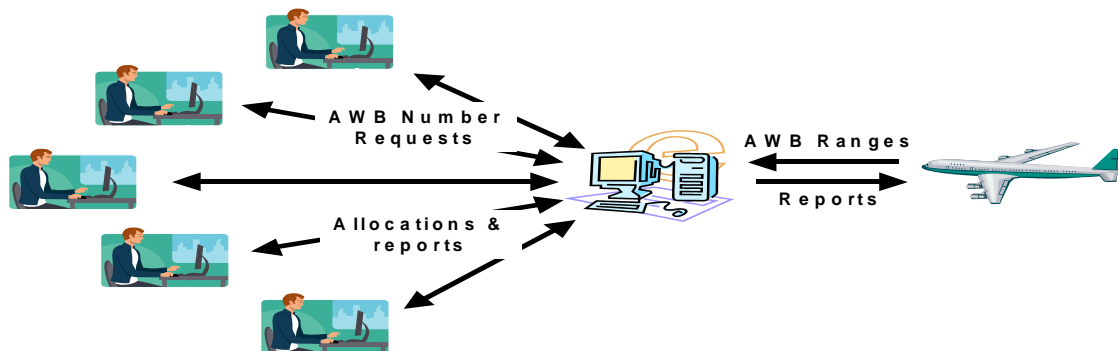
If the answer is YES, then the CASSLink Stock Management system is your solution

Introduction

The CASSLink Stock Management system is a value-added service fully integrated within CASSLink that 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.

C A S S L i n k A W B S t o c k M a n a g e m e n t S y s t e m



Key Features

- Carrier determined maximum stock allowance for each Freight Forwarder
- “Locked” Allocation option available to Airline
- On-line dynamic and flexible on-request reporting in PDF or XLS format
- Freight Forwarder on-line stock requests available 24x7
- A central “Global” number range option
- Separate Express AWB number range option
- Carrier pre-printed AWBs can also be allocated and tracked
- Auto-generated allocation messages (email) to nominated operations persons

- Consolidated stock allocation option - Single or multiple location allocations for Freight Forwarders
- “Low stock” warnings to Airlines
- On-demand reporting of unreported AWBs eg. Audit ...etc

System Benefits

For Airlines

- Improved AWB Audit functionality
- Automated allocation to Freight Forwarders – 24 x 7
- Retain complete control of access and allotment of AWB’s
- “Global” range option
- Program accommodates pre-printed AWBs as well as Automated and Express number ranges

For Freight Forwarders

- Access to Airline stock - 24 x 7
- Agency consolidated allocations
- On-line reporting of usage
- Roles and 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

Airlines

- If you are an airline, contact you local Cargo Manager to activate you in *CASSLink*
- Activation takes minutes, so you can start enjoying the benefits immediately

Freight Forwarders

- If you are a Freight Forwarder speak to your carriers about activation

For more information about the benefits of using the *CASSLink* AWB Stock Management system, contact your local Cargo Manager or send an email to - casslinkqva@iata.org

CASSLink

“Simplifying the business of Air Cargo”

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 approved 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

CASS

“Simplifying the business of Air Cargo”