

RESOLUTION 851**Appendix 'H'****LOCAL CUSTOMER SERVICES
MANUAL – CASS (EXPORT) CONTENTS**

The contents of the Manual shall cover the following items in the sequence indicated below:

- Table of Contents
- List of Billing Participants
- Glossary
- Outline of the CASS
- Local Service Provisions and Codes of Conduct
- Administrative Forms and Procedures
- AWB Completion
- Billing and Remittance Schedules
- Output Documentation
- Settlement Procedures
- Notification of Changes
- Annual Sales Figures
- CASS Management Contacts

RESOLUTION 853**CASS-IMPORT & TERMINAL CHARGES**

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CAC2(36)853 (amended)
CAC3(37)853 (amended)

WHEREAS the 1998 IATA Annual General Meeting agreed to restructure the IATA Industry Settlement Systems and has approved the establishments of IATA Distribution and Financial Services (hereafter referred to as "IDFS"), as an IATA division responsible to the IATA Board of Governors for the Management and efficient operation of this business activity and to that end has authorised changes in the management and operation of the IATA Industry Settlement Systems (hereafter referred to as "ISS"), and

WHEREAS it is therefore necessary to recognise the responsibility of IDFS for all ISS administration and operational functions, such as:

- ISS budgets (cost and revenues)
- ISS staffing
- ISS contracts (service agreements) to include signature authority
- ISS office management and administration

and further to recognise that ISS matters will be supervised by the IATA Board of Governors, and

WHEREAS the IATA Board of Governors has charged the Cargo Committee to provide advice and guidance to the Board on all Cargo settlement matters, and

WHEREAS the IATA Cargo Committee has established a CASS Policy Group (hereinafter referred to as "CPG") to provide policy direction to IDFS on CASS matters and to provide advice to IDFS Management on all matters relating to the functional management and operation of CASS;

WHEREAS it is recognised that the terms of reference and activities of the CPG are to:

- Provide a CASS consultative forum between IDFS Management and Member airlines
- Formulate a global representation policy
- Develop the CASS cost sharing formula and CASS pricing policy
- Develop a CASS country development plan
- Approve the commencement of all new feasibility studies and appoints CASS feasibility study groups to work with IDFS Management in the preparation of feasibility study reports
- Review reports received from the Local Customer Advisory Groups
- Monitor local CASS member costs
- Review the CASS budgets on a consultative basis

WHEREAS it is further recognised that in the event of any disagreement or dispute between the CPG and IDFS, such dispute shall be referred to the Cargo Committee;

WHEREAS ISS Management shall operate in accordance with the IATA Settlement Systems Service Provisions Manual, the CASS Technical Specifications Handbook and the Local Customer Services Manual which describe the provision of services in the operating CASSs;

WHEREAS the Cargo Agency Conference (hereafter referred to as "the Conference") exercises authority and responsibility over the IATA Cargo Agency Programme, including the relationship between Airlines and Agents, and

WHEREAS Cargo Accounts Settlement Systems (CASS) have been introduced.

It is hereby RESOLVED that,

1. CARGO AGENCY CONFERENCE

△ 1.1 The Conference is responsible for, amongst other things, setting CASS-Import technical standards, together with corresponding changes to Standard forms used in the operation of the CASS-Import & Terminal Charges. These are published in the CASS Technical Specifications Handbook, Attachment 'A', which constitutes part hereof;

1.2 amendments to the CASS Technical Specifications Handbook shall be subject to agreement by the Conference, however should the CASS Policy Group (CPG) recommend action be taken on a particular amendment(s) between Conferences, ISS Management shall publish the proposed amendment(s) in writing to all Members. If no protest is received from any Member within 45 days of the publication of the amendment(s), the amendment(s) will be deemed endorsed and the CASS Technical Specifications Handbook will be amended accordingly. In the event of a protest, the reasons therefore shall be given in writing and the protested amendment will be reconsidered at the next meeting of the CPG with a view to overcoming the reasons for disagreement. In the event of continuing disagreement, the matter shall be referred to the Conference for final action.

△ 1.3 The Conference establishes CASS-Import & Terminal Charges for the efficient collection of agreed charges arising from inbound and outbound shipments.

2. LOCAL CUSTOMER ADVISORY GROUPS — CARGO (LCAGC)

2.1 the Conference has established Local Customer Advisory Groups — Cargo (LCAGC) in countries wherever a CASS is in operation, to provide advice to ISS Management on local customer service issues and to co-ordinate local needs;

2.2 the Conference determines the procedures for establishing the membership of the LCAGC;

2.3 the Rules and Procedures for the LCAGC, as agreed by the Conference, are contained in Appendix 'B' to this Resolution and constitute part hereof.

3. FEASIBILITY STUDY — IMPLEMENTATION OF A CASSIMPORT

The Head Office of any Member, or group of Members, may request ISS Management to initiate a study.

4. PARTICIPATION BY MEMBERS

△ 4.1 Participation by IATA Members in any CASS-Import & Terminal Charges is voluntary. IATA Members may join at the inception of a CASS-Import & Terminal Charges or may join at a later date by paying the applicable joining fee set by ISS Management;

△ 4.2 participation in any CASS-Import & Terminal Charges shall be dependent on the Member continuing to pay the appropriate charges for those services that have been provided to the Member in connection with the operation of that CASS-Import & Terminal Charges;

4.3 a Member's participation shall be dependent on it continuing to meet financial criteria established by the Conference, if any;

△ 4.4 upon joining a CASS-Import & Terminal Charges, a Member must sign a Counter-indemnity Agreement with IATA as prescribed in Appendix 'C' to this Resolution, where a current signed counter-indemnity is in place, the changes specified in Appendix 'C' are deemed to be incorporated therein;

△ 4.5 once a Member has joined a CASS-Import & Terminal Charges, it automatically becomes a Billing Participant, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

5. PARTICIPATION BY RECIPIENTS

△ 5.1 Where a CASS-Import & Terminal Charges has been adopted for a given country/area, the Agency Administrator shall offer to execute an agreement with each commercial entity (not being an air carrier) handling air cargo consignments in such country/area who:

5.1.1 regularly and systematically acts by way of trade and for reward, as agent for consignees or consignors named on Air Waybills, or as agent for persons indicated on the face of Air Waybills as persons to be notified upon delivery or as customs consignees;

5.1.2 in the ordinary and usual course of its undertaking, assembles, consolidates or provides for assembling and consolidation of property or performs or provides for the performance of break bulk and distributing operations with respect to consolidated shipments, is responsible for procuring international air transportation of property from the point of receipt to the point of destination and utilises for the whole or any part of such transportation the services of an air carrier;

- △ 5.2 the Conference may determine, from time to time, criteria for participation of CASS Recipients into a CASS-Import & Terminal Charges. The criteria may vary by CASS-Import & Terminal Charges operation;

5.2.1 where qualifying criteria requires approval between Conferences, a mail vote may be initiated. Providing unanimous support for the proposal is received, the proposal shall be adopted. Failure to vote will be deemed to be an abstention. Abstentions shall count as positive votes;

5.3 an applicant to become a CASS Recipient must sign the agreement specified in Appendix 'D' to this Resolution and pay the participation fees determined by ISS Management from time to time;

- △ 5.4 the Agency Administrator signs the agreement on behalf of all Delivering Companies participating in that CASS-Import & Terminal Charges and shall then issue to the applicant a CASS Recipient code number;

5.5 such number may only be used as long as the Recipient continues to meet the local qualifying criteria and has paid all applicable fees;

- △ 5.6 such intermediaries executing the agreement shall become Recipients under the CASS-Import & Terminal Charges from the date stipulated in the agreement and shall from such date be required to remit monies due to CASS-Import & Terminal Charges Delivering Companies and other Members in accordance with the requirements of this Resolution and associated CASS-Import & Terminal Charges procedures.

6. PARTICIPATION BY NON-IATA AIR CARRIERS

- △ 6.1 A non-IATA air carrier (an Airline), may request participation in a given CASS-Import & Terminal Charges by submitting to the Agency Administrator a Form of Application and Concurrence, in which, amongst other things, they agree to be bound by the applicable Cargo Procedures Conference Resolutions. The Form is prescribed in Appendix 'E' to this Resolution:

6.2 upon acceptance by the Agency Administrator, the Airline agrees;

6.2.1 to pay the applicable joining fees set by ISS Management;

- △ 6.2.2 to contribute to the management and other costs of such CASS-Import & Terminal Charges as set by ISS Management;

6.2.3 to meet the financial criteria established by the Conference, if any;

- △ 6.3 participation in any CASS-Import & Terminal Charges shall be dependent on the Airline continuing to pay the appropriate charges for those services that have been provided to the Airline in connection with the operation of that CASS-Import & Terminal Charges;

- △ 6.4 upon joining a CASS-Import & Terminal Charges, an Airline must sign a Counter-indemnity Agreement with IATA as prescribed in Appendix 'C' to this Resolution;

- △ 6.5 once a non-IATA air carrier has joined a CASS-Import & Terminal Charges, it automatically becomes a Billing Participant, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

7. PARTICIPATION BY AIRLINE GROUND HANDLING AGENTS (GHAs)

- △ For the purpose of this Paragraph, the term 'Ground Handling Agent (GHA)' shall mean any Person, appointed by one or more air carriers to carry out cargo handling, storage and preparation of freight for collection by the consignee or following delivery by the consignor, and other activities for inbound or outbound freight in the area covered by the CASS:

- △ 7.1 a Ground Handling Agent (GHA) may request participation in a given CASS-Import & Terminal Charges by submitting a Form of Application and Concurrence to the Agency Administrator. The form, prescribed in Appendix 'F' to this Resolution, amongst other things, binds the applicant to the applicable Cargo Procedures Conference Resolutions;

7.2 upon acceptance by the Agency Administrator, the GHA agrees;

7.2.1 to pay the applicable joining fees set by ISS Management;

- △ 7.2.2 to contribute to the management and other costs of such CASS-Import & Terminal Charges as set by ISS Management;

7.2.3 to meet the financial criteria established by the Conference, if any;

- △ 7.3 participation in any CASS-Import & Terminal Charges shall be dependent on the GHA continuing to pay the appropriate charges for those services that have been provided to the GHA in connection with the operation of that CASS-Import & Terminal Charges;

- △ 7.4 upon joining a CASS-Import & Terminal Charges, a GHA must sign a Counterindemnity Agreement with IATA as prescribed in Appendix 'C' to this Resolution;

- △ 7.5 once a GHA has joined a CASS-Import & Terminal Charges it automatically becomes a Billing Participant, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

8. CASS DELIVERING COMPANY

- △ Pursuant to Paragraphs 4, 6 and 7 of this Resolution, the term 'CASS Delivering Company' shall mean a Member, Airline or Ground Handling Agent who participates in a particular CASS-Import & Terminal Charges.

9. IATA SETTLEMENT SYSTEM SERVICE PROVISIONS MANUAL

ISS Management, in consultation with the CPG, shall produce an IATA Settlement System Service Provisions Manual containing terms, conditions and codes of conduct of CASS operations applicable in all areas. The CPG will be responsible for the content of the Manual, however, it shall at all times be in conformity with applicable IATA Resolutions.

10. LOCAL CUSTOMER SERVICES MANUAL — CASS-IMPORT & TERMINAL CHARGES

- △ Wherever a CASS-Import & Terminal Charges has been implemented, ISS Management shall produce a local Customer Services Manual, containing local terms, conditions and codes of conduct of the local CASS operation. The Cargo Agency Conference delegates the authority for the contents of this Manual to the Local Customer Advisory Groups — Cargo (LCAGC), for subsequent endorsement by the CPG. The contents of this Manual shall be in conformity with applicable IATA Resolutions and are described in Appendix 'H'.

11. VOLUNTARY TERMINATION

- △ A CASS Delivering Company may withdraw from a particular CASS-Import & Terminal Charges by giving written notice of not less than 3 months and shall be liable for its share of all costs through to the end of the notice period.

12. AIRLINE SUSPENSION OF OPERATIONS

12.1 Reasons for Suspension

- △ Where a Delivering Company participating in a CASS ceases operations, due to financial or other reasons, or where the Delivering Company becomes subject to formal bankruptcy or reorganisation proceedings, ISS Management shall immediately inform all participants in the CASS of the date of such cessation of operations.

12.2 Action by ISS Management

- △ When a Delivering Company ceases operation, ISS Management will continue to collect monies due to such Delivering Company in accordance with the settlement office procedures.

12.3 Right of Set off

- When an Airline is suspended from CASS, ISS Management shall have the right to set off any debt or claim owed by such Airline to CASS in relation to a CASS settlement, including any amount owed by the Airline to IATA for the provision of CASS processing and management fees, against any monies held or owed by IATA or any of its divisions and which are payable to that Airline.

13. REPORTING

- △ CASS Delivering Companies shall advise the Settlement Office of amounts due from each Recipient in respect of all shipments delivered to/received from such Recipient for the collection of agreed charges in accordance with the procedures set out in the ISS Service Provisions Manual.

14. BILLINGS

- △ 14.1 The Settlement Office shall compute and prepare a billing in respect of each Recipient, incorporating all charges, including, as agreed, Terminal Charges incurred and payable by each Recipient in respect of shipments delivered or received;
- △ 14.2 the frequency at which such billings shall be rendered by the Settlement Office shall be established by the Settlement and Remittance Committee for each CASS-Import & Terminal Charges, provided that there shall be not less than 24 billings per calendar year;
- 14.3 the time span covered by a billing shall be called 'the billing period'.

15. REMITTANCES

15.1 Remittance Frequency (except Australia)

- △ Prior to implementation of a CASS-Import & Terminal Charges, the Settlement and Remittance Committee shall establish the frequency of Recipients' remittances under such a CASS-Import & Terminal Charges; provided that where a CASS-Export has been implemented in a (any) country(ies) of a CASS-Import & Terminal Charges area, the frequency established for such a country(ies) shall be the same as that applicable to the CASS-Export;

15.1.1 when action to endorse remittance terms is required between Conferences, a Settlement and Remittance Committee Mail Vote may be initiated. Providing sufficient support, in accordance with Settlement and Remittance Committee rules as contained in Resolution 801r section 2 Paragraphs 2.5.2.1 – 2.5.2.2, for the proposal is received, the proposal shall be adopted. Failure to vote will be deemed to be an abstention. Abstentions shall count as positive votes;

15.1 Remittance Frequency and Date (Australia only)

Remittance for Recipient billings shall be made so as to reach the Settlement Office by its close of business on the 15th day of the subsequent month. Remittance for billings for the period 16th to the last day of each month shall be made so as to reach the Settlement Office by its close of business on the last day of the subsequent month.

Provided that if the Settlement Office is closed for business on these dates, remittance shall be made so as to reach it by its close of business on the first subsequent day it is open for business. **Exception:** If the Settlement Office is closed for business on the 30th of June,

remittances normally due on that day shall be made so as to reach the Settlement Office by its close of business on the last day in June that it is open for business.

Changes to the remittance date and frequency referred to in this paragraph or the grace period, which shall be 4 calendar days, referred to in paragraphs 15.4.2 and 15.5 of Resolution 853 shall be made by the Cargo Agency Conference.

15.2 Remittance Date (except Australia)

- △ the day by which remittances must reach the Settlement Office shall be called the 'remittance date'. Remittance must be completed by the close of business of the Settlement Office on the remittance date, which shall be the 28th day following the last day included in the billing(s) under settlement, unless the Settlement and Remittance Committee establishes an earlier date; provided that where a CASS-Export has been implemented in a (any) country(ies) of a CASS-Import & Terminal Charges area, the remittance date established for such a country(ies) shall be the same as that applicable to the CASS-Export;

15.3 if the Settlement Office is closed for business on the remittance date, the remittance shall be completed by the Recipients by the close of business of the Settlement Office on the first subsequent day the Settlement Office is open for business ('the deferred remittance date');

15.4 Failure to Effect Timely Remittance

- △ the Settlement and Remittance Committee shall establish the length of the grace period (except Australia) to be granted before implementing the provisions of Subparagraph 15.4.2(a) and 15.4.2(b) below. Such grace period shall not exceed ten calendar days and, where a CASS-Export has been implemented in a (any) country(ies) of a CASS-Import & Terminal Charges area, shall be the same as that applicable to the CASS-Export;

15.4.1 if, by its close of business on the remittance date, the Settlement Office has not received from a Recipient full remittance of its billing(s), it shall immediately so advise the Agency Administrator. Upon receipt of such advice, the Agency Administrator shall immediately send to the Recipient a Notice of Irregularity (NOI) and shall investigate the failure with the Recipient;

15.4.2(a) (except the area covered by Resolution 805zz and Australia)

- △ if subsequent to action taken pursuant to Subparagraph 15.4.1 above, the Recipient fails to make complete settlement of the amounts due by the last day of the grace period following the remittance date, the Settlement Office shall immediately so advise the Agency Administrator, who shall thereupon suspend the Recipient from CASS for not less than three calendar months, or until such time as he is satisfied that there will be no recurrence of such failure, whichever period is the longer;

15.4.2(b) (the area covered by Resolution 805zz and Australia only)

if subsequent to action taken pursuant to Subparagraph 15.4.1 above, the Recipient fails to make complete settlement of the amounts due by the last day of the grace period following the remittance date, the Settlement Office shall immediately so advise the Agency Administrator, who shall thereupon suspend the Recipient from CASS for not less than three calendar months, or until such time as he is satisfied that there will be no recurrence of such failure, whichever period is the longer;

15.5(a) Dishonoured Cheque or Other Method of Payment (except the area covered by Resolution 805zz and Australia)

- △ if a cheque, direct debit or any other method of payment in settlement of amounts due is dishonoured after the remittance date by non-payment by the drawee bank, the Settlement Office shall without delay so notify the Agency Administrator, who shall in turn immediately send to the Recipient a Notice of Irregularity and demand immediate payment from the Recipient. If payment is not received on demand, or is so received but after the last day of the grace period following the remittance date (as established pursuant to Subparagraph 15.4 of this Paragraph), the Settlement Office shall immediately advise the Agency Administrator, who shall immediately suspend the Recipient from CASS and notify the Recipient and all CASS Delivering Companies accordingly. The Recipient shall remain suspended for not less than three calendar months, or until such time as the Agency Administrator is satisfied that there will be no recurrence of such failure, whichever period is the longer;

15.5(b) (the area covered by Resolution 805zz and Australia only)

- △ if a cheque, direct debit or any other method of payment in settlement of amounts due is dishonoured after the remittance date by non-payment by the drawee bank, the Settlement Office shall without delay so notify the Agency Administrator, who shall in turn immediately send to the Recipient a Notice of Irregularity and demand immediate payment from the Recipient. If payment is not received on demand, or is so received but after the last day of the grace period following the remittance date (as established pursuant to Subparagraph 15.4 of this Paragraph), the Settlement Office shall immediately advise the Agency Administrator, who shall immediately suspend the Recipient from CASS and notify the Recipient and all CASS Delivering Companies accordingly. The Recipient shall remain suspended for not less than three calendar months, or until such time as the Agency Administrator is satisfied that there will be no recurrence of such failure, whichever period is the longer;

15.6(a) Accumulated Notices of Irregularities (NOI) (except the area covered by Resolution 805zz and Australia)

- △ after each remittance date, the Agency Administrator shall advise all CASS Delivering Companies, by urgent electronic means, of the names of all the Recipients having

been sent Notices of Irregularity under the provisions of this Resolution, since the preceding remittance date. If a Recipient appears on such lists three times during any 12 consecutive months, the Agency Administrator shall carry out an analysis of the Recipient's credit worthiness in accordance with the criteria established by the Cargo Agency Conference, if any, for that particular CASS. If a Recipient appears on such list four times during any 12 consecutive months, the Agency Administrator shall immediately suspend the Recipient from CASS for not less than three calendar months, or until such time as he is satisfied that there will not be a recurrence of such failure, whichever period is the longer;

15.6(b) (the area covered by Resolution 805zz and Australia only)

- △ after each remittance date, the Agency Administrator shall advise all CASS Delivering Companies, by urgent electronic means, of the names of all the Recipients having been sent Notices of Irregularity under the provisions of this Resolution, since the preceding remittance date. If a Recipient appears on such lists three times during any 12 consecutive months, the Agency Administrator shall carry out an analysis of the Recipient's credit worthiness in accordance with the criteria established by the Cargo Agency Conference, if any, for that particular CASS. If a Recipient appears on such list four times during any 12 consecutive months, the Agency Administrator shall immediately suspend the Recipient from CASS for not less than three calendar months, or until such time as he is satisfied that there will not be a recurrence of such failure, whichever period is the longer;

15.7 Charges

- △ **15.7.1** notwithstanding the provisions of Subparagraphs 15.4 and 15.5 of this Paragraph, the Cargo Agency Conference may decide to sanction instances of overdue remittances by the levy of a general charge. The level of such charge shall be determined from time to time by the Cargo Agency Conference and shall be notified by the Agency Administrator to all Recipients in the CASS-Import & Terminal Charges area;

15.7.2 Settlement Office charges shall be in the amount debited to ISS Management by the Settlement Office as a result of the Recipient's failure to remit as prescribed, increased, if applicable, by an amount to compensate for any extra costs incurred by ISS Management in relation to such failure;

15.7.3 when charges are to be levied, the Agency Administrator shall instruct the Settlement Office to debit a Recipient for such charges and simultaneously notify the Recipient accordingly;

15.7.4 charges debited to Recipients pursuant to this Subparagraph shall, except as otherwise specified, be included by the Settlement Office in its first subsequent billing to the Recipient concerned and shall be due and payable by the Recipient by the remittance date applicable to such billing.

15.8 IATA Cargo Agent as Recipient

15.8(a) IATA Cargo Agent as Recipient (except the area covered by Resolution 805zz and Australia)

- △ If a Recipient, suspended from CASS pursuant to Subparagraphs 15.4, 15.5 or 15.6 of this Paragraph, is also an IATA Cargo Agent registered in that country under the Cargo Agency Administration Rules, the Agency Administrator shall initiate a review of the Agent under those Rules.

15.8(b) IATA Cargo Intermediary as Recipient (the area covered by Resolution 805zz and Australia only)

If a Recipient, suspended from CASS pursuant to Subparagraphs 15.4, 15.5 or 15.6 of this Paragraph, is also an IATA Cargo Intermediary registered in that country, the Agency Administrator shall initiate a review of the Intermediary under the applicable Rules.

16. NOTIFICATION OF LATE PAYMENT

When the Agency Administrator is required under the provisions of this Resolution to send to a Recipient a Notice of Late Payment, he shall immediately send the Recipient a registered letter in the form prescribed from time to time by him with a copy to the Settlement Office and advise all CASS Delivering Companies of the CASS concerned by urgent electronic means.

17. TIE-IN

This Resolution shall not come into or remain in effect unless Resolution 851 comes into and remains in effect.

(Attachment 'A' is the CASS Technical Specifications Handbook and is published separately).

Appendices:

Appendix A: Intentionally left blank

Appendix B: Local Customer Advisory Group – Cargo Rules and Procedures

- △ Appendix C: Counterindemnity

Appendix D: Recipient Agreement

Appendix E: Application and Concurrence – Non-IATA Carrier

Appendix F: Application and Concurrence – Ground Handling Agent

Appendix G: Local Customer Services Manual – CASS (Import) Contents Outline.

RESOLUTION 853

Appendix 'B'

RULES AND PROCEDURES LOCAL CUSTOMER ADVISORY GROUPS — CARGO (LCAGC)

1. Function

Local Customer Advisory Groups – Cargo (LCAGC) are 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.

2. Membership

- △ The LCAGC will normally consist of not more than 10 persons. The Cargo Agency Conference may authorise a larger number, following a request from an area. LCAGC members and their designated alternates shall be elected for a two-year term by all Participating Delivering Companies in that CASS, from nominations received from participating Delivering Companies. Ideally, LCAGC members should be suitably qualified representatives at a senior level, providing expertise in the different fields of the CASS activity. LCAGC members attend LCAGC meetings as local industry representatives.

3. Meetings, Quorum and Voting

The frequency of meetings is determined by ISS Management, in consultation with CPG or the LCAGC. A quorum shall be a simple majority (one half plus one) of the membership. Each LCAGC is a consultative body and therefore there will be no formal voting. LCAGC will act in the form of making recommendations. Each LCAGC will elect its Chairman from among its members. The local ISS Manager will act as Secretary of these meetings. Other Participating Airlines in the CASS may attend meetings as observers, subject to the prior consent of the CAGC Secretary. Representatives of non-airline entities participating in that CASS may attend certain parts of a CAGC meeting, at the invitation of its Chairman and ISS Management. Additionally, the local/regional ISS Manager may call a customer meeting, at least once per year.

4. Activities

ISS Management may typically consult a LCAGC for:

- advice, as a user forum, on all local matters presented to it by ISS Management, concerning the local operation of CASS.
- advice to the local ISS Manager on the establishment of local CASS business requirements and enhancements, especially where differences from worldwide policy and standards are sought.

guidance to the local ISS Manager, concerning:

- marketplace activities and development opportunities, and other local/area needs.
- other matters, as appropriate.

5. Agenda and Reports

The Agenda of each LCAGC shall consist of customer service issues on which ISS Management seeks the advice of the LCAGC, or proposals submitted by Participating Airlines. It shall be circulated by the LCAGC Secretary not later than 10 days before the start of the meeting. The report of LCAGC meetings shall be submitted to the CPG and circulated promptly by the Secretary to LCAGC Members, and all Participating Airlines. The Secretary of the LCAGC will provide a regular update on action taken pursuant to recommendations from the LCAGC.