



CASS Import & Terminal Charges
Local Customer Services Manual

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1. What is CASS Import & Terminal Charges (CASS ITC)?

CASS Import & Terminal Charges (CASS ITC) is the billing platform of choice for Delivering Companies (Self-handling Airlines and Ground Handlers) and their customers to invoice and settle at destination freight charges collect, warehouse charges for services provided at origin, transit and destination; and all types of other charges, i.e. delivery fees, storage, special cargo handling and product fees, documental and physical inspections, ULD handling, security checks, and many more.

CASS ITC is currently operational in Brazil, Germany, Great Britain, Hong Kong, Italy, Morocco, Spain and United Arab Emirates. Australia and Singapore are available upon request. New operations will be added as per demand.

This User Manual reflects the new CASS ITC business model with effectiveness 01 October 2017 applicable in existing and new operations. This new model aims to facilitate and optimize the billing processes between Delivering Companies and Recipients by providing these basic features:

- Focus on Delivering Company – Recipient business relationship
- A Recipient not paying in CASS ITC is not suspended in the system
- Irregularities and/or defaults in CASS-Export will not be applied in CASS ITC, and vice-versa.

- In case of payment delay or non-payment in the CASS ITC, IATA will issue a Notice of Irregularity or a Notice of non-Payment to the affected Recipient and inform the impacted Delivering Company, who will individually decide any action to take with the affected Recipient.
- Recovery of outstanding amounts are managed by the Delivering Companies directly with the affected Recipient.
- No financial reviews or financial securities are requested from Recipients in CASS ITC.
- Participation rules removed from Resolution and placed in the CASS ITC Local Customer Services Manual

Delivering Companies and Recipients participating in CASS ITC can continue settling through the system as usual under these new rules without having to sign a new participation agreement. The rules are published in this CASS ITC Local Customer Services, which can be easily accessed through the IATA Customer Portal www.iata.org/cs.

Should you not be a CASS ITC participant today and would like to join the system, please find in sections 4 and 5 below the requirements and contact our Customer Service team at www.iata.org/cs for further information and assistance.

2. Who manages CASS ITC and under what governance?

Managed by IATA on behalf of the industry, CASS ITC is governed by the Cargo Agency Conference (constituted by IATA member airlines), more specifically based on IATA Resolution 853 and the CASS procedures as outlined in Resolution 801r.

3. Who are the participants and how do they interact in CASS ITC?

Agents, freight forwarders and customs brokers are contracted by and acting on behalf of consignees to handle most import air cargo.

Under CASS ITC, agents, freight forwarders, customs brokers or the consignee itself may execute an agreement with IATA to become a Recipient.

On arrival of a consignment, the Delivering Company (Airlines and Ground Handling Agents) notifies the consignee (the importer). In most cases the importer will ask a Recipient to arrange that the cargo be delivered to his address. The Recipient, upon signature of the appropriate form, accepts the cargo and the responsibility for any import charges. Delivering Companies send the Import Billing files to the CASS platform, CASSlink, for processing of the billing and invoice.

The CASSlink prepares invoices that are sent to the Recipient in respect of each CASS Delivering Company, together with a summary indicating the total amount due to all CASS Delivering Companies. Each Delivering Company receives the reciprocal accounting information. The Recipient remits the total amount to the CASS office's hinge account from which monies owed to CASS Delivering Companies are settled.

4. I'm an Airline or a Ground Handling Agent

4.1 What are the benefits for me and my company?

The introduction of CASS ITC significantly reduces expensive and time-consuming functions. Central reporting and invoice production through the CASS ITC offers numerous advantages to Airlines and/or Ground Handling Agents:

- Application of current technology justified by economies of scale;
- Standardisation of automated procedures and forms;
- Production of industry standard invoices;
- Simplification of remittance: Recipients pay one amount covering payment to all Delivering Companies: Delivering Companies receive one amount covering payment from all Recipients;
- Elimination of duplication of data entry. Recipients and Delivering Companies using their own systems may deliver or receive sales and standard invoice information in electronically readable form;
- Simplified error handling;
- Handling of remittance irregularities conducted impartially, using standard rules, without discrimination;
- Enhancement of financial control and improvement of cash flow;
- Supervision of processing by the CASS office

4.2 How can I join?

In a CASS-ITC, a Member airline may decide to participate as either a Delivering Company or as a Last Carrier. Upon becoming a participant in a CASS, the Member must sign a single Counter Indemnity Agreement with IATA, as outlined in the applicable Resolution, regardless of the number of CASS operations in which it may participate.

A non-IATA Airline can become a participant in a CASS ITC provided it executes with IATA a Form of Application and Concurrence in which it agrees:

- To be bound by CAC Resolutions and the Customer Services Manual.
- To subscribe to the costs of managing and maintaining the CASS-ITC in accordance with the ISS pricing policy;
- To pay in advance an annual participation fee set from time to time by ISS Management;
- To sign a Counter Indemnity Agreement with IATA

Last-Carrier, a feature of the CASS-ITC is the provision of a mechanism which enables Carriers and Airlines, who operate services into a country although they have appointed Ground Handling Agents (GHA), to invoice charges collect AWBs direct to Recipients or to their appointed GHA. Procedures are detailed in item 6.5 of this document.

Carriers and Airlines may also elect to join the CASS-ITC system directly as a CASS-ITC Delivering Company.

4.3 What are the technical requirements?

CASSLink is an advanced web-based billing solution. Airlines and Ground Handling Companies should ideally adjust their systems to enable production of billing data input and output capabilities based on the technical specifications described in the CASS Technical Specifications Handbook, as informed in Section 7.3.

4.4 How much will it cost me?

Members, Non-Members and GHA pay a one-time joining fee of USD 2500* and SCU** charges

* The joining fee covers 16,000 SCUs in the operation on boarded within the first 12 months of joining date.

** SCU charge of EUR 0.15 per SCU beyond 16,000 SCUs on boarded in the first 12 months and subsequent years.

5. I'm an Agent, Freight Forwarder, Broker or Consignee

5.1 What are the benefits for me and my company?

The participation in CASS ITC significantly reduces expensive and time-consuming functions. Central reporting and invoice production through the CASS ITC offers numerous advantages to Agents, Freight Forwarders, Brokers, Consignees or Logistics Companies

- Application of current technology justified by economies of scale;
- Standardisation of automated procedures and forms;
- Production of industry standard invoices;
- Simplification of remittance: Recipients pay one amount covering payment to all Delivering Companies: Delivering Companies receive one amount covering payment from all Recipients;
- Elimination of duplication of data entry.
- Recipients and Delivering Companies using their own systems may deliver or receive sales and standard invoice information in electronically readable form; Simplified error handling;
- Handling of remittance irregularities conducted impartially, using standard rules, without discrimination;
- Enhancement of financial control and improvement of cash flow;
- Supervision of processing by the CASS office

5.2 How can I join?

In any country where a CASS-ITC has been implemented, a commercial intermediary, not being an Airline or Carrier, which handles inbound air cargo consignments, may become a Recipient under CASS-ITC subject to the following conditions:

- The Recipient must act, for reward, as agent for consignees or as agent for persons indicated on the Air Waybill as persons to be notified upon delivery or as customs consignees;
- The Recipient must act as consolidator or break bulk agent;

- Once accepted as a Recipient, the intermediary shall be required to remit monies due to CASS Delivering Companies and other Members in accordance with the local CASS-ITC requirements;
- The Recipient must execute an agreement with IATA, which stipulates the relevant conditions and requirements.

5.3 How much will it cost me?

Recipients join the CASS ITC free of charge.*

5.4 What are the technical requirements?

CASSLink is an advanced web-based billing solution. Recipients can access their invoices and request corrections on-line as well as down-load data from HOT files, in XLS and PDF formats. We recommend to adjust systems to enable reading of CASS ITC files for reconciliation purposes and to enhance automation of internal processes. The technical specifications are informed in the CASS Technical Specifications Handbook in Section 7.1 of this document.

*IATA reserves the right to charge a fee for products derived from CASS ITC, such as Hot Files and any other value add product. Furthermore a general charge can be levied by IATA for recovering additional costs in the CASS ITC due to Recipients failure to comply with procedures and instructions.

6. What are the rules?

6.1 Data Submissions/ Validation Procedures

6.1.1 Delivering Company

Delivering Company submits, once or more per Billing Period, a file direct to CASSLink, containing records specified in the CASS Technical Specifications Handbook. The submission must be made by the 'billing file submission date'. Such file must include records of all transactions made during the Billing Period by Recipients on behalf of the Delivering Company. CASSLink will verify whether the records received are functionally correct and shall include them in the database from which the output is produced. Any record that does not pass the verification shall be rejected and included in an error tabulation to be returned to the Delivering Company via CASSLink.

6.2 Collection and Remittance

This Section specifies the collection and payment procedures to be used by the CASS in respect of the net amounts payable, shown on the Billing Statements, and subsequent adjustments.

6.2.1 Receipt of Remittances

Remittances are to be in the possession of the CASS by the close of its business on the remittance date. Where the normally prescribed remittance date is not applicable because it falls on a day when the CASS is not open for business (e.g. bank holidays), it will be deferred to the next day the CASS is open for business. The CASS is to receive and verify remittances for conformity with the relevant billings.

6.2.2 Overdue Recipient Remittance

When, at the close of business hours on the remittance date, a Recipient has not remitted to the CASS ITC, the full amount due as set out in the billing statement(s) dispatched, the CASS ITC

Settlement Bank shall immediately notify IATA and shall retain in the hinge account any monies due to the Recipient. Where a Recipient who has failed to effect remittance to the CASS ITC by the close of business hours on the remittance date further fails to settle the amounts set out in the billing statement(s) by the close of business hours at the end of the grace period, the CASS Office shall take appropriate action as stated below.

6.2.3 Under-Remittance by Recipient

Under-remittance occurs when an amount less than that shown on the Billing Statement – Recipient as being ‘net due Airline or Ground Handling Agent’ is received by the CASS ITC on the remittance date.

6.2.4 Formal Action

When at close of business on the remittance date, the CASS Office has not received from a Recipient full remittance of its billings(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.

6.2.5 Remittance Prior to End of Grace Period

Upon receipt of the outstanding balance from the Recipient, the CASS pays out to the creditor Airlines or Ground Handling Agents the balance due to each and amends its records accordingly.

6.2.6 Action at End of Grace Period

If subsequent to action taken pursuant to 6.2.4 of this manual, the Recipient fails to make complete settlement of the amounts due by the last day of the grace period following the remittance date, the CASS Office shall immediately so advise the Agency Administrator, who shall immediately send a notice of non-payment to the Recipient and inform the impacted Delivering Companies. Any Recipients’ unpaid billing amounts after the end of the Grace Period are to be recovered directly by the Delivering Company from the Recipient. Any payment from the Recipient in respect to the open balances after the closure of the Grace Period will not be used to cover the outstanding amounts concerned, but will be treated as an excess payment.

6.2.7 Dishonoured Cheques or Other Method of Payment

If a cheque, other 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 CASS Office shall without delay so notify the Agency Administrator, who in turn shall send to the Recipient a Notice of Irregularity and demand immediate payment from the Recipient. If payment is not received on demand, or is received after the last day of the grace period following the remittance date, the CASS Office shall immediately advise the Agency Administrator, who shall immediately send a Notice of Non-Payment to the Recipient and inform the impacted Airlines and Ground Handling Companies

6.2.8 Airline or Ground Handling Agent Remittance

Where a negative settlement occurs as a result of CASS billings, monies due to IATA should be remitted by the Airline or Ground Handling Agent by the published applicable remittance date.

6.2.9 Corrections and Disputes

A Recipient or Airline, or respectively a Ground Handling Agent can correct or dispute a billing item on grounds that one of the parties has committed an error. The procedure in such a case is to request a

billing adjustment via CASSlink, within the correction period and by using the correction mechanism in CASSlink.

6.2.10 Major Amounts Adjustments

Where the Recipient, Airline or Ground Handling Agent continues disputing the amounts after the close of the correction period, and the settlement of the amount is considered to be substantial enough to cause financial hardship to the Recipient, then in addition to the steps above being taken, the Recipient shall contact the ISS Management who may authorise the Recipient to reduce its remittance to the correct level, and shall so inform the CASS Office and the Airline or Ground Handling Agent. In this case, the undisputed balance of the billing must be settled by the remittance date. Where remittance reduction is not authorised by the ISS Management, the Recipient shall settle the entire amount due with the CASS Office by the remittance date.

Where the ISS Management authorise the Recipient to reduce its remittance to the correct level, the CASS Office shall pay over to the other creditor Airlines and Ground Handling Agents the amounts due to them in accordance with the CASS's billings. The CASS Office shall contact the identified Airline or Ground Handling Agent. If the Airline or Ground Handling Agent admits the existence of the dispute, no further action shall be taken by the CASS Office. The Airline or Ground Handling Agent and the Recipient shall jointly settle the dispute. In the event that the Airline or Ground Handling Agent does not admit the existence of the dispute, the CASS Office shall require the Recipient to supply the local CASS Office with documented evidence demonstrating the existence of the dispute.

6.2.11 Operation of Hinge Account

Hinge accounts to be opened by the CASS in respect of each settlement period will be used to receive Recipient's remittances on the one hand and to pay out monies due to Airlines or Ground Handling Agent on the other hand.

6.2.12 Payments to Airlines or Ground Handling Agents

Remittances paid by Recipients to the CASS in settlement of billings are to be made so as to reach the Airlines or Ground Handling Agents concerned on the settlement date published in the applicable CASS ITC operational calendar. In the case monies are erroneously credited to an Airline or Ground Handling Agent to which the monies were not due, the CASS Office will correct the amounts and settle to the correct airlines.

6.2.13 Payments to Recipients

Where the total amount of credits due to a Recipient exceeds the total amount of debits due from the Recipient, the CASS will pay the amount due to the Recipient within two days of the remittance date applicable to the billing.

6.2.14 CASS Records

The CASS must keep suitable accounts, including journal entries and control accounts, covering amounts paid, received and adjusted under the CASS. Such accounts must be made available for audit. The minimum time which the CASS shall retain CASS documents accessible is 12 months, or longer if so required by national regulations.

6.3 Irregularities and non-Payments

If a Recipient fails to pay the full amounts due from the billing statements at the end of remittance date, CASS shall issue a Notice of Irregularity to the Recipient and inform the Airlines and Ground Handling Agents concerned. If full payment is not received by the end of the grace period, CASS shall issue a notice of non-Payment to the Recipient, and inform the Airlines and Ground Handling Agents concerned.

In the case the Recipient can show the CASS that there is a dispute of amounts with an Airline or Ground Handling Agent, CASS shall withhold or withdraw the notice of irregularity or non-payment.

6.4 Recipient Registration

A Recipient shall apply for a Recipient code by providing required documentation and signing the Recipient Agreement. The application is made through the IATA Customer Portal. www.iata.org/cs.

6.4.1 Recipient Code

Each CASS Recipient will be allocated a unique code and one address code per AWB issuing office by the local ISS Manager according to the following system.

EXAMPLE: GB-nnnnn/nnn n

GB Country designator

- Hyphen

nnnnn Recipient designator

CASS Address Code

/ Slant

nnn Address code

n Check digit **

** using unweighted modulus 7 check digit system

The check digit is derived by dividing by 7 the calculated digits of the number (a numeric value is assigned to the Country designator, A=10, B=11 etc), the remainder being the check digit;

The local ISS Manager shall administer the CASS address code procedures;

The unweighted modulus 7 check digit system may be turned off in some Import Operations to allow Recipient codes to mirror those allocated to existing Export agents. The ISS Manager will administer this process as required.

6.4.2 Changes Recipient Status

The Recipient shall give prior notice to IATA through the IATA Customer Portal www.iata.org/cs of a cessation or transfer of the Recipient's business. On receipt of such notice IATA shall take the action specified below.

6.4.3 Cessation of Operations

On receiving notice of the cessation of a Recipient's operation, IATA shall take steps to have terminated the agreement with the Recipient.

6.4.4 Transfer of Operations

On receiving notice of the transfer of a Recipient's operations, IATA shall take steps to have terminated the agreement with the Recipient. IATA shall investigate whether the transferee of the Recipient's business would qualify as a Recipient. The Agency Administrator shall then offer to execute a new agreement with the transferee.

6.4.5 Changes in Ownership or Control

On IATA receiving notice of a change in ownership or control of a Recipient's corporation, or if a change in partners occurs in a Recipient partnership, IATA shall investigate whether such change requires a termination of the agreement with the Recipient.

6.4.6 Incorrect Remittance

An incorrect remittance occurs when a Recipient fails to remit in full on the remittance date the amount due in respect of a CASS ITC billing or when a cheque in settlement of a CASS ITC billing is dishonoured by non-payment by the drawee bank. The procedures applicable as a result of incorrect remittance are specified above.

6.5 Last Carrier Billing Procedures

A feature of the CASS-ITC is the provision of a mechanism which enables Airlines, who operate services into a country although they have appointed Ground Handling Agents (GHA), to invoice charges collect AWBs direct to Recipients or to their appointed GHA.

Airlines may also elect to join the CASS-ITC system directly as a CASS-ITC Delivering Company.

6.5.1 Billing Procedure

The Last Carrier Billing procedure is dependent upon the Ground Handling Agent membership of the CASS ITC. The Ground Handling Agent, in his capacity as a CASS ITC Delivering Company, submits Import Billing Instructions (IBI) and IBI Adjustment Memorandums (IAM). These transactions are then invoiced to the appropriate Recipients in accordance with the CASS-ITC operating procedures. Additionally, the transactions submitted by the Delivering Company, generate another set of billings from the Last Carrier to the Delivering Company for the collect charges stated on the AWB. This procedure removes the necessity for duplicate data submissions.

6.5.2 Last Carrier Billing Costs

The costs of participating in this aspect of the CASS ITC are free.

6.5.3 Last Carrier Billing Activation

To activate the Last Carrier Billing process joint consent, the names of the Delivering Company and Last Carrier must be provided to IATA.

6.5.4 AWB submissions – Aging rules

The CASS Policy Group agreed a policy whereby Recipients have to be notified prior to submission of AWB's and corrections aged between 6 and 24 calendar months older than the current month. AWBs aged more than 24 calendar months older than the current calendar month may only be submitted for billing through CASS with the Recipient's prior consent.

6.5.5 Submission of Correction Requests

Where a Recipient finds an AWB more than 6 months old that requires a Correction/variation, the Recipient must notify the Airline or Ground Handling Agent before they have entered a Correction Request in CASSLink.

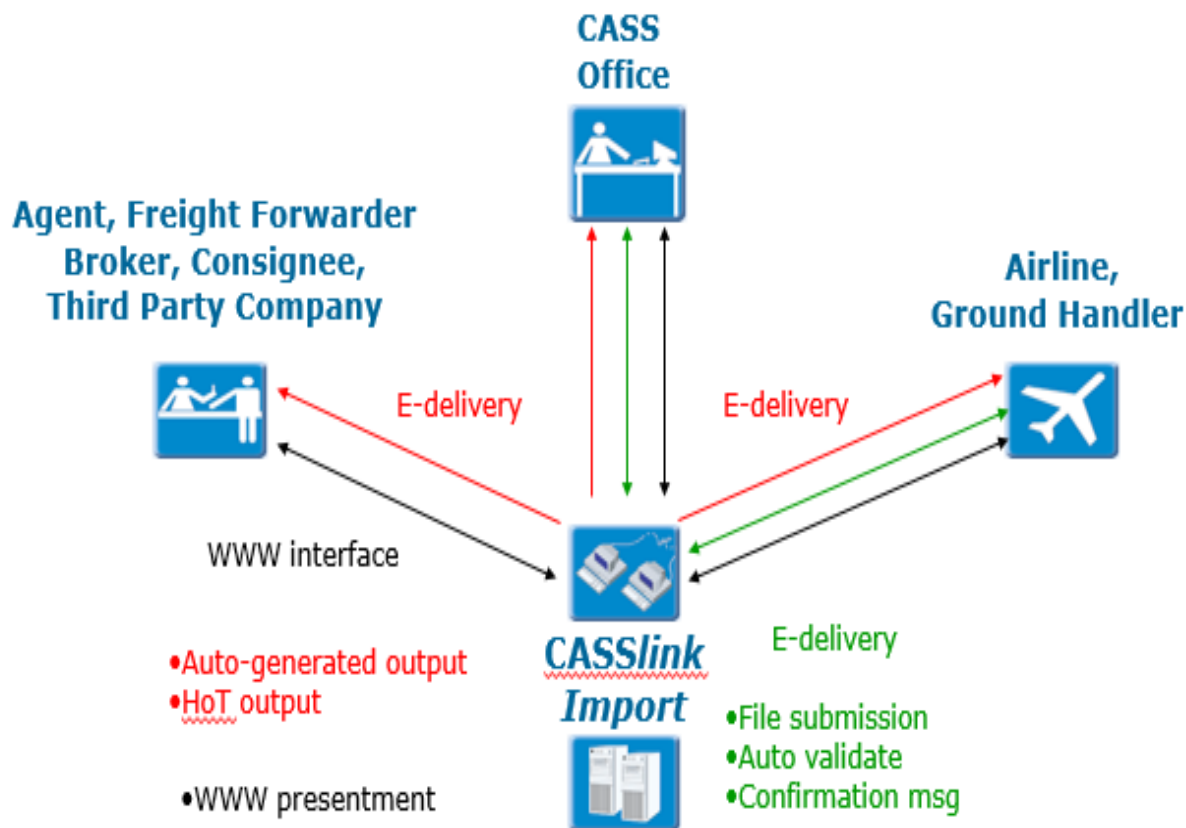
7. CASS ITC platform

CASS ITC operates through CASSLink, an advanced, global, web-enabled e-billing solution.

It provides CASS participants with:

- Airline data input, including File validation
- Advance billing reconciliation through daily “transaction view”
- Global system access
- Customized output options
- On-line correction module
- Customized tax solutions
- User level control of system access
- Consolidation/ multi branch/ multi location flexibility
- Reports

7.1 Schematic of how CASSLink operates



7.2 CASSLink quick guide

The [CASSLink](#) guide will tell you how to use the different functionalities of the system

7.3 CASS Technical Specifications Handbook

This book is especially useful for IT providers to set up your systems to enable CASS files.

You can download the last updated version [here](#)

8. Associated Products

8.1 Hand-Off Files

The CASS is required to provide participant with billing and other consignment data in electronically readable form. These data is produced in the standard formats as specified in the CASS Technical Specifications Handbook.

9. I have questions regarding CASS ITC, who can I contact?

For any questions you can contact the IATA team through the IATA Customer Portal www.iata.org/cs.

10. Useful links

IATA Customer Portal:
www.iata.org/cs

CASS:
<http://www.iata.org/services/finance/Pages/cass.aspx>

CASSLink, including FAQ, Import Manual for Delivering Companies and Import Manual for Recipients
<http://www.iata.org/services/finance/Pages/casslink.aspx>

11. Glossary of Terms

'AIRLINE' means a Member participating, or eligible to participate, or a non-IATA carrier participating in the Cargo Accounts Settlement System of a country/area

'BILLING PARTICIPANT' means a CASS-Export or CASS-Import participant that submits to the CASS Air Waybill or other accounting transaction data in an electronically readable form.

'CARRIER' (as used in Resolution. 801a) is the IATA Member that has entered into an agreement with an IATA Cargo Agent, in the form of a Cargo Agency Agreement adopted by the Cargo Agency Conference. In CASS ITC a carrier equals to "Last Carrier".

'CASS IMPORT & TERMINAL CHARGES' ('CASS ITC') means the Cargo Accounts Settlement System of billing and collection at destination, applicable in respect of recipients of inbound air cargo consignments, described in Resolution 853 and the Attachments thereto.

‘CASS OFFICE’ means the institution which, where there is an IATA Settlement system, is responsible for issuing billings, receiving remittances and distributing the monies to the parties entitled thereto.

‘DELIVERING COMPANY’ means any Member or Airline acting as a self-handling airline or Ground Handling Agent that participates in a particular CASS-Import.

‘GROUND HANDLING AGENT (GHA)’ means any person, appointed by one or more air carriers to carry out cargo handling, storage and preparation of freight for collection by the consignee and other activities for inbound freight in the area covered by the CASS-Import.

‘IATA RESOLUTION’ means a formally adopted decision of an IATA Traffic Conference, promulgated as such.

‘IMPORT CHARGES’ means charges entered on an Air Waybill at origin or in transit to be collected at destination and any charges incurred at destination and accruing to the Airline.

‘ISS MANAGEMENT’ means the appropriate department of IATA responsible for the administrative and operational functions of the IATA Settlement Systems, such as ISS budgets (cost and revenues), ISS staffing, ISS contracts (service agreements) to include signature authority and ISS office management and administration. This includes the local designated ISS representative for Cargo, who shall have overall responsibility for the CASS-Import.

‘MEMBER’ means a Member of IATA.

‘RECIPIENT’ means any person who is party to a CASS-Import & Terminal Charges Recipient agreement in accordance with the terms of Resolution 853.

‘TERMINAL CHARGES’ means any charges, where agreed, resulting at destination associated with the importation of Cargo, including, but not limited to, handling of storage fees. Additionally, any charges, where agreed, that may be levied for export consignments, but not reflected on the Air Waybill.