CASSLink User Manual
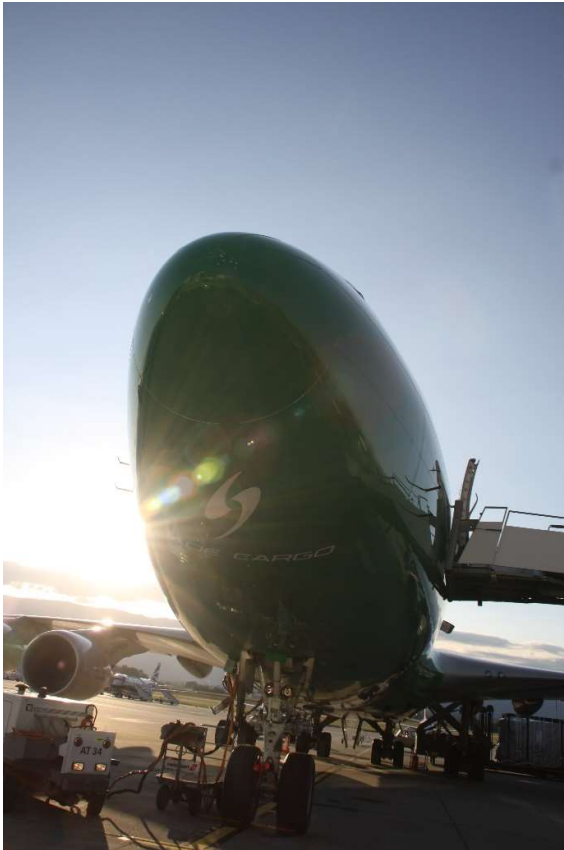
IATA Agent and CASS Associates

February 2021

Contents

Changes to this version of the Agent CASSLink User guide

4. Agent correction file

1. Getting Started

1.1. What is CASS*Link*?

CASSLink is IATA's global cargo processing system for processing of Airline documents - Air Waybills and correction documents (CCA's & DCM's) for billing to IATA Accredited Agents and CASS Associates. It uses global standards in accepting electronic documents for processing from Airlines.

Reports are provided to Agents in a standard output format. Therefore, the report received by your office in London or Singapore will be the same as those in Sydney or Auckland.

One of the advantages of CASSLink is that, being a web-based system, the information contained in it is accessible online anywhere, provided you have a Username and access to the Customer Portal.

1.2. Internet URL

All access to CASSLink should be via the Customer Portal - www.iata.org/cs

All Users of CASSLink should have access to the Portal for CASSLink and all IATA services.

1.3. Agent Admin Users

All companies participating in CASS are encouraged to have at least one Agent-Admin user that can administer their own User access to CASSLink.

Please contact your Customer Service Center and ask for details on being allocated an Admin User ID to your company - www.iata.org/cs

Ideally, any Admin user should be in the HQ location, to be able to administer access across all branch locations.

1.4. Username and Password

If you have not received a Portal ID and initial password, contact your Customer Service Center and ask for these to be allocated to you - www.iata.org/cs

The Username allows the User to:

- Link to CASSLink "Country" eg. India, Singapore, Japan, Australia etc.
- Access available Menu Options
- Link to single or multiple branch locations (HO only)

Your Customer Service Center can also create additional Usernames for Agents where necessary. It is recommended to have individual User access for each person responsible for CASS billing, rather than sharing a single Username.

The security of Usernames and passwords is the responsibility of the User and the Agency to ensure that the billing data stored in CASSLink is not compromised.

1.5. CASSLink Log-in Screen

In "My Services", all linked services are listed.

1.6. CASSLINK Home Page

The CASSLink "Home" screen contains information on the following:

- Which User is logged in?
- Which CASS*Link* Country is being accessed
- Any Operational Messages, such as scheduled maintenance and system downtime
- User Information, possibly more relevant to Airlines and the Customer Service Center.
- Menu options associated with the User profile.

1.7. CASSLINK Menu

Once you have successfully entered the CASSLink website using your Username and Password, there are 4 menu options for the CASSLink User to choose. These can be found on the left-hand side of the CASSLink screen. These Menu options are:
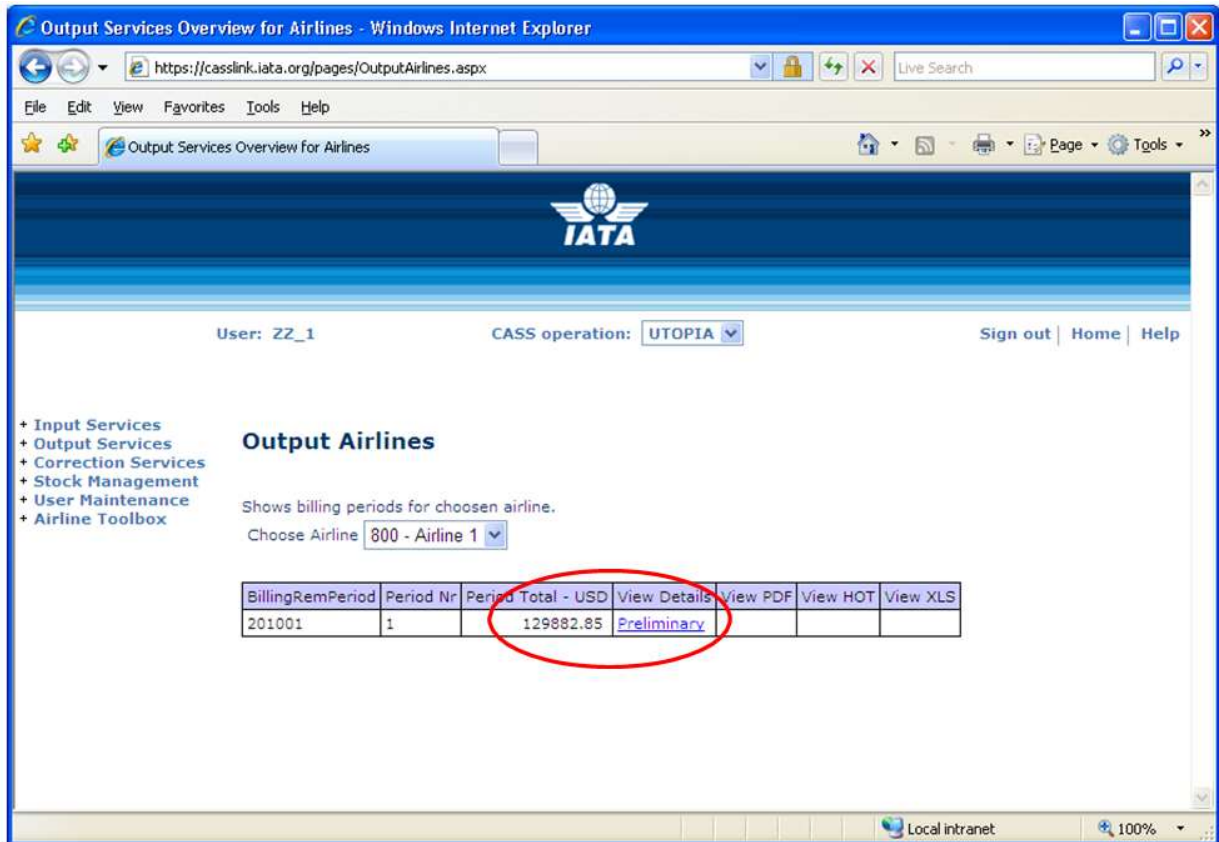
- Output Services
- Correction Services
- Stock Management
- User Maintenance
- Agent Toolbox

A "+" is displayed beside the Menu option to indicate that there are more than one action or facility available.

2. Output Services

Output Services contains two (2) sub-menu's – Output Agents and AWB History. By clicking on either the "+" symbol or the name, these sub-menu's will be displayed.

2.1. Output Agents

The Output Agents screen contains the following information:

- **CASS Operation** = Select the country required. Only used where the Agent is linked to operations in other CASSLink countries.
- **Choose Agent** = Will list your agent location. Where Agent/User is linked to more than one location, use the drop-down arrow to view available/linked locations.
- **Billing RemPeriod** = The Billing Period represented as YYYYPP. Refer to your CASS Reporting Timetable to see the number of Billing periods per calendar year
- **Period Nr** = The number of the Period processed. (See CASS Reporting Timetable to understand the period Number and whether it is a Billing or CorrectionPeriod.
- **Period Total – Currency** = The total amount billed for the Period in the local or CASS billing currency. This amount will be reflected in the output reports (below).

- **View Details** = Preliminary billing data loaded by Airlines for the next Billing Period to be processed (see below for more details).
- **View PDF** = Cargo Sales Invoice/Adjustment & Export Billing Statement reports produced in PDF format. Agents will need Abode Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: http://www.adobe.com
- **View HOT** = Agent HOT (Hand-off-Tape) in a text format. Winzip is required to open these reports.
- **View XLS** = Agent Spreadsheet Report (Microsoft Excel format).

All Agent output reports produced are available in Output Agents. An Agent may view all billing reports for Billing Periods processed in CASSLink.

Storage of CASSLink Reports for CASS Billing Periods may vary depending on the CASSLink operation in your country but will generally be between two to 4 years online and a total of ten years availability (online and external archive) to meet taxation requirements in many countries.

In View Details, Agents can view the Preliminary or projected amount to be invoiced, before the CASSLink reports are produced. Details can be viewed after an Airline has "uploaded" their billing data, but only after the daily (overnight) processing has been executed, with details usually available on the next working day after the billing file has been uploaded by the Airline/s.

Each CASSLink operation will have different timetable deadlines for the Airline upload of billing files. Check with your Customer Service Center or your CASS Reporting Timetable to see when files are due to be uploaded for the relevant CASS Billing Period.

These "Pre-billing" Details may be used to request a "Correction" (see Section 3 – Correction Services) from the Airline/s should a billing error be found. This facility could ensure that any billing errors can be found and corrected **before** report production is completed.

2.1.1 Digital Signatures

Note: CASS Invoices are no longer digitally signed, but signatures may still exist on old documents.

In a number of EU countries, it was a requirement under EU Directive 115, that CASSLink Invoices are digitally signed to ensure authenticity and security. Invoices are now being signed for:

Austria, Belgium, Bulgaria, Czech Republic, France, Germany, Hungary, Italy Netherlands, Poland, Portugal, and Spain.

For procedures to load the Trust Certificates into your adobe viewer application, please see Appendix C.

2.2. Output Reports

Agent Output Reporting may be in three (3) formats:

- PDF Report
- HOT File (flat or text file)
- XLS Spreadsheet

2.2.1 PDF Report

The PDF Report is the standard output report to all Agents. This may be downloaded from CASSLink when billing production has been run. Additionally, the Customer Service Center may email the PDF report to all Agents at the end of Billing Report Production. The Agent may nominate up to four (4) recipients to receive this Report at the completion of the CASSLink Report Production cycle. Advise all intended recipient email addresses to your Customer Service Center.

The Customer Service Center may also include important information or news in a "Coverpage", at the beginning of the PDF Report. Please check these every Period.

Sample PDF Output Report - Cargo Sales Invoice/Adjustment & Export Billing Statement

The Cargo Sales Invoice/Adjustment report shows all Air Waybills and correction documents(CCA or DCM) billed by each Airline. Each Airline is reported separately.

At the end of each Invoice a Recapitulation of the billing details is produced.

Sample PDF Output - Export Billing Statement

The Export Billing Statement provides a summary of amounts owed to or from all Airlines for the Billing Period. The total amount due to or from Airlines for the Billing Period is shown as "Net Due Airlines" or "Net Due Agent" at the bottom of the report.

2.2.2 HOT File

The Hand Off Tape (HOT) is so called because originally, this file was made available to users on a magnetic tape or floppy disk. The term has stuck and the universal generic term for the flat or text (.txt) billing file is HOT file.

The HOT file is used by agents and airlines to reconcile the billing data in their accounting systems.

Agents must subscribe to this report service. The cost will vary. Please consult your Customer Service Center for more details of the charges.

The HOT file can be emailed to a nominated email address (advise your Customer Service Center), or downloaded from CASSLink as a "Zipped" file. The HOT file itself has a file extension name of .HOT. To view this, open the file using Microsoft Notepad or a similar program.

The resulting HOT file output contains a string of data as below:

Your Customer Service Center can assist with the interpretation of the data fields in this file. In addition, the CASS Technical Specifications Handbook may be purchased from IATA (www.iata.org) to further assist your technical staff. This is a compressed (zipped) file. Winzip is therefore required to open this file. To obtain a copy of Winzip, go to www.winzip.com.

2.2.3 XLS File

In addition to the PDF and HOT files, a spreadsheet ".xls" (Microsoft Excel format) report is also available to agents that want to subscribe to receive this report. Please consult your Customer Service Center for more details of the charge for this report.

The XLS report is an electronic copy of the PDF report and contains – Billing (Statement), Invoice and Tax Report where applicable.

Microsoft Excel - 200523.xls

AirlinePrefix	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AWB Serial Number	Airport Origin	Airport Destination	Weight	Prepaid Weight Charge	Prepaid Due Airline Collect
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610960	SYD	POS	411	2466	287.7
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610993	SYD	PIT	547	2078.6	382.89
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611004	SYD	PIT	4019	13664.6	2813.3
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611015	SYD	ORD	138	558.9	77
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611026	SYD	PIT	25	477	77.5
001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611030	SYD	PIT	9	114	6.3
014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	49894526	SYD	YYZ	17	100	11.73
014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42989906	SYD	YOW	-1000	-3500	0
014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42989906	SYD	YOW	1000	3000	0
016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MKE	52	210.6	48.6
016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880655	SYD	MEM	45	477	42
016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EVR	453	1721.4	317.1
016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200	780	140
023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324	1539	75
023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189	992.25	75
023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863144	SYD	SEL	395	1876.25	75
045		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438	2452.8	260.9
063		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	91284723	SYD	NOU	35	157.5	15.75
072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296	4147.2	388.8
072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620	589	0
072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2	114	0.6
072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38	178.6	11.4
074		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16	215.2	9.6
079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689850	SYD	MNL	3	120	20.6
079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689861	SYD	MNL	10	120	22
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70	686	72.5
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440	2596	350
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	65	637	68.75
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	390	2301	312.5
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199492	SYD	SIN	138	358.8	54.5
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199606	SYD	SIN	331	595.8	102.75
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199621	SYD	AKL	56	229.6	59.2
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199643	SYD	CHC	529	1269.6	337.4
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089100	SYD	FRA	4.5	120	23.38
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089111	SYD	AKL	45	184.5	45.9
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089122	SYD	LAX	10.5	175.9	127.88
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089133	SYD	HKG	1000	1850	270
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089144	SYD	SIN	135	351	53.75
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089155	SYD	AKL	4	120	22.8
081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089166	SYD	LAX	9	150.75	126.75

Billing \ Invoice

The .xls report contains Billing and Invoice summaries for the requested location. The xls report output may vary in different countries. Some spreadsheets contain output for all branch locations, while others will report transactions for the selected branches only. Ask your Customer Service Center for details of the spreadsheet reports available in your country.

The XLS report is not emailed to subscribers and therefore must be downloaded directly from CASSLink each Period.

2.3. AWB History

The billing history of any Air Waybill processed in CASSLink can be searched via "AWB History".

Enter the serial number of the AWB. Select the Airline and then click "Search".

CASSLink will then search the database to find the record.

The record is then displayed and contains the following details:

- Port of Origin
- Destination port
- Gross Weight – may be Chargeable weight, depending on the value entered
- Pre-Paid Weight and Valuation charges – both charges combined
- Pre-Paid Other Charges due Airline
- Charges Collect Weight and Valuation charges – both charges combined
- Charges Collect Other Charges due Airline
- Discount/Incentive – based on Net/Net Sales amount
- Commission – if payable by the Airline
- Net Payable ex VAT – total amount due to Airline/Agent
- Correction Number – where a correction document has been processed
- Execution Date – of Air Waybill
- Input Date – date document input by Airline
- Processing Period – CASS Billing Period. May be "Correction" period
- Airline
- Agent – Correction processing may be affected to different Agents

Where a Correction has been processed, the Total at the bottom of the report will show the net values paid by/to the Agent for the AWB after addition or deduction of correction values.

2.4. View Agent Docs

Documents other than the CASS Invoices can be sent to agent's mailbox. These can include bulletins, fact sheets, manuals and other information related to CASS and the participation in CASS.

Recent changes will mean that documents loaded will automatically be deleted after approximately 90 days.

3. Correction Services

3.1. Add Correction

In CASSLink there is the facility for Agents to request a "Correction" online to the Airline.

Procedure:
- Go to Menu - Correction Services
- Select Add Correction
- Select your Agent code from the drop-down list
- Select the Airline from the drop-down list
- Enter the AWB Serial number
- Click the "New" button
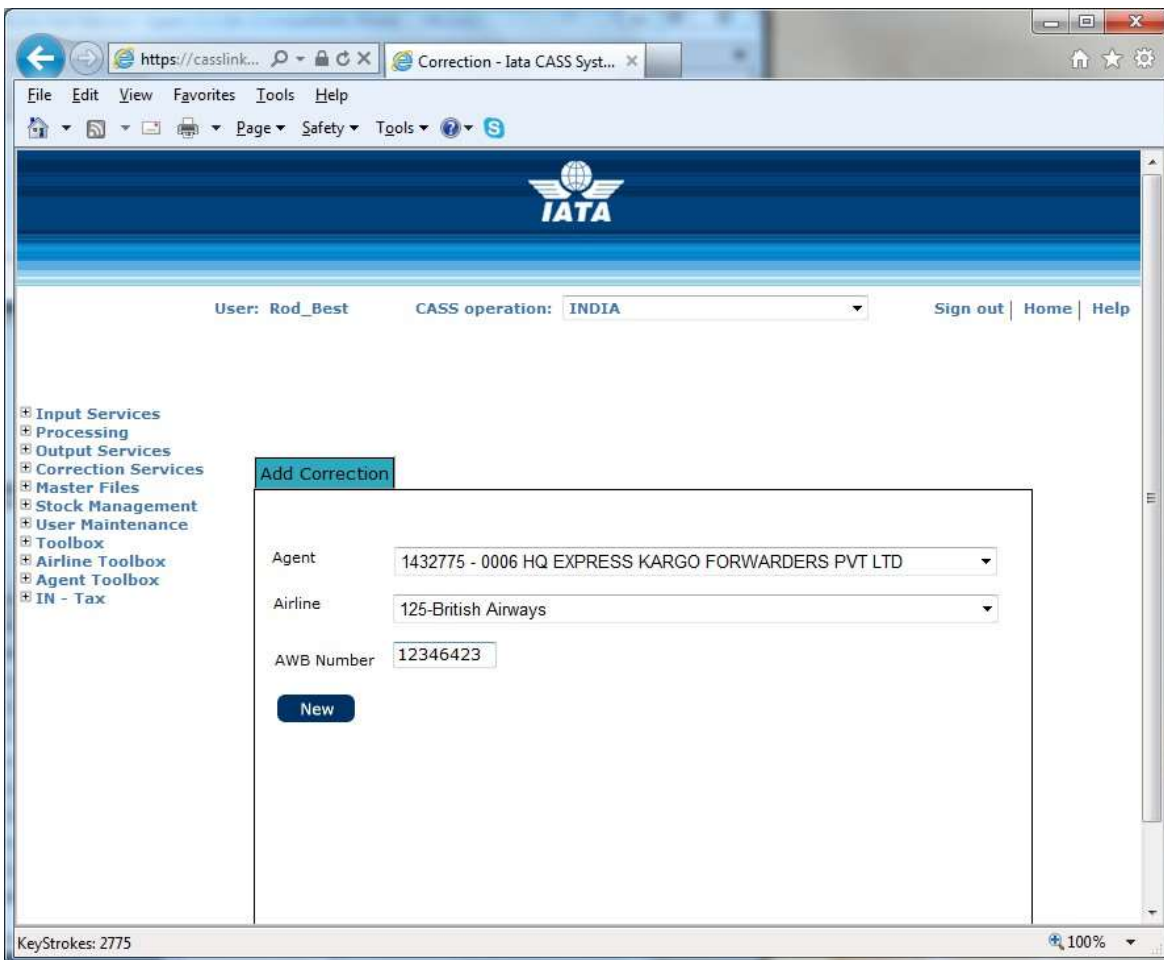
The details of the Air Waybill as billed in CASSLink will automatically be displayed on the electronic DCM in the Original/Incorrect sections (right-hand side). Note that the Original/Incorrect amounts are a reversal of the Original AWB Billing, or previous Correction.

The Revised/Correct details must be entered correctly before the correction will be accepted by CASSLink:

- Weight
- Weight & Valuation Charges
- Charges Due Agent (Collect only)
- Charges Due Airline
- Reason Code (see 3.1.1 below)
- Reason for Correction

If an error is made when entering the correction, click on the BACK button at the top of the correction form and start the correction again.

When the entry is correct, click "Save" button at top of screen. After clicking "Save", the message: "Correction was successfully updated." will be displayed at the top of the correction screen.

The Correction must now be Accepted, Rejected, Amended or Airline Handled by the Airline on which the Correction has been requested.

Only the affected Airline may action an online correction. An Agent may only "request" or "Add" a correction, but the responsibility for the acceptance or rejection of all online corrections lies entirely with the Airline concerned.

3.1.1 Reason Code

It is mandatory that a Reason Code be selected to identify the reason for the correction.

The aim of this additional information is to add more clarity to the Online Correction process. This will provide Airlines with more information about why a Correction is being requested and use the additional statistics in the Correction Report to identify and address recurring issues.
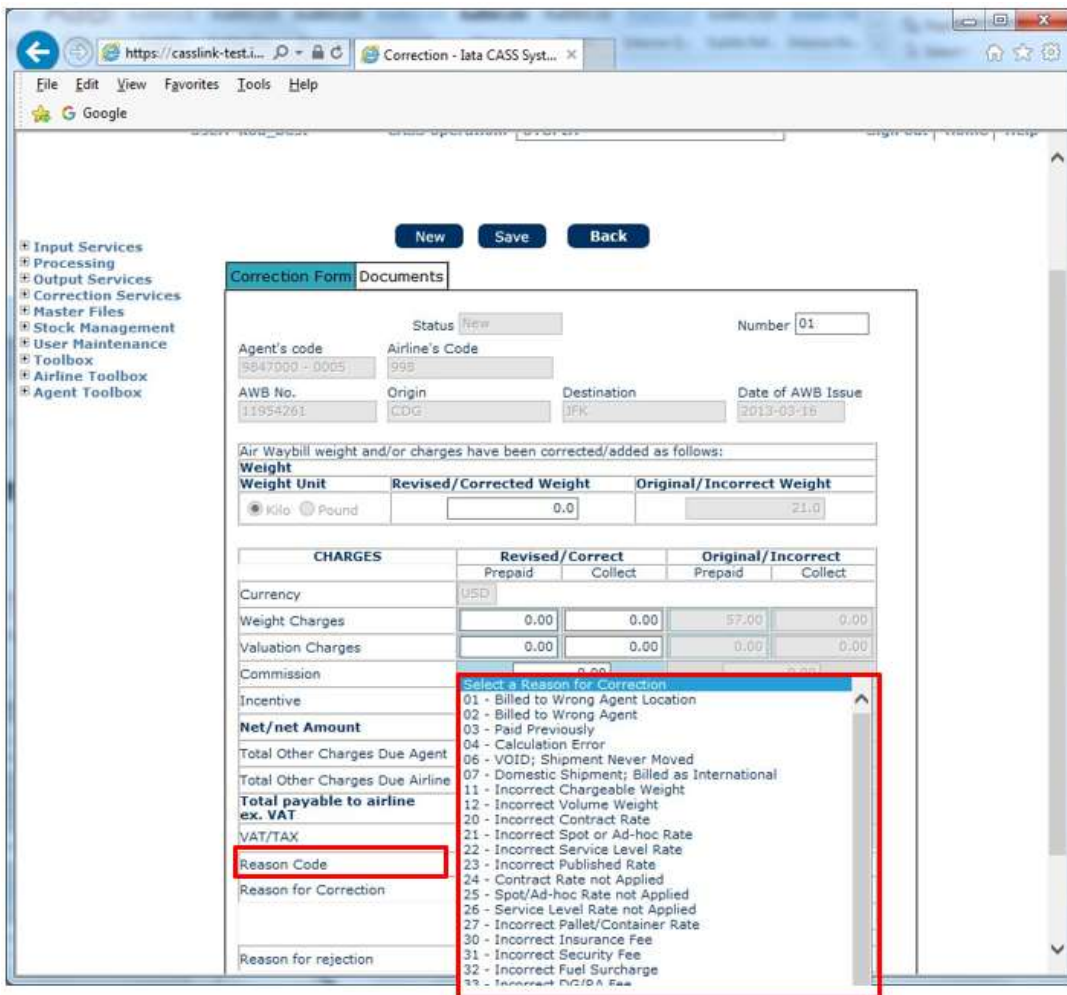
3.1.2 Reporting

The additional statistics provided by the Reason Code are published in the Correction Report.

Reason Code	Reason Name	Reason Type

6	VOID, Shipment Never Moved	General
11	Incorrect Chargeable Weight	Weight
11	Incorrect Chargeable Weight	Weight

3.1.3 Add Supporting Document

After Saving the Correction Requests, a supporting document may be attached to the Correction.
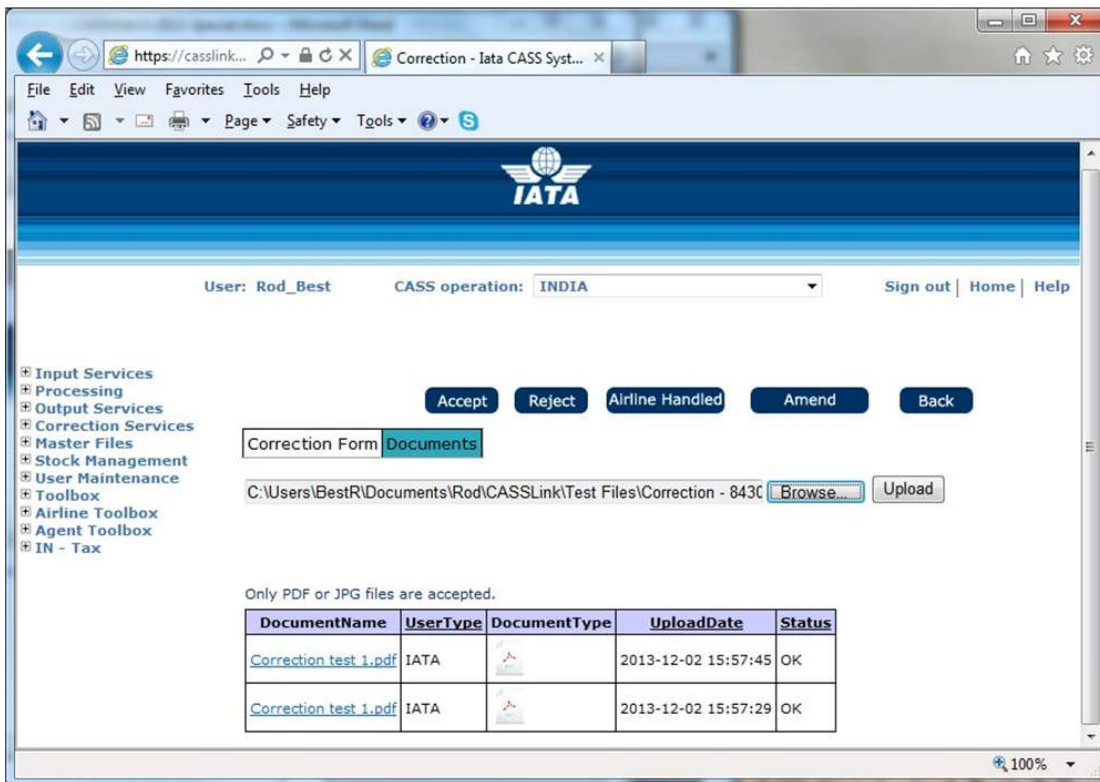
Process:

- Go to Add Correction and create the correction as per 3.1 above. (Where the Agent or Airline is attaching a supporting document, it is recommended that they use the Comments box to advise the presence of an attached document.)
- Save the Correction. Note that documents cannot be attached until the Correction has been "Saved".
- Select the Documents Tab
- Select "Browse" for file to be attached, then "Upload". Supported document formats are PDF or JPG. Documents that are too large may not be accepted for upload.

Multiple documents may be Uploaded to the Correction Request.

Where a Document has been added by the Airline or Agent when the Correction Request has been saved, the other party may attach additional documents that are then available for review.

Sample Airline Correction pages.

3.2. Correction Auto-Approval

Changes to Resolution 801r & 801re where adopted provide for CASSLink to "auto-approve" correction entered by an Agent that have not been "actioned" by an Airline.

The basis for auto-approval is that a correction request must be entered online into CASSLink prior to a "Query Cut-Off" date. Where an agent enters a correction request prior to the Query Cut-Off date, the

request will be automatically approved by CASSLink if the Airline does not select Accept, Reject, Amend or Airline Handle.

If a Correction Request is entered after the Query Cut-Off date, the correction cannot be auto-approved for the current Correction Period. It may be included in the current correction period only if the Airline Accepts the correction or selects Airline Handled and loads the correction documents via a billing input file.

An Airline can review and reverse (correct) and auto-approved correction at any future Period if, after reviewing their billing statements and invoices they believe that a correction was incorrect.

The Query Cut-Off date only applies to corrections loaded for the current Correction Period. A correction request may be entered by an Agent at any time and normal business practice and "Aging" rules still apply.

The changes have resulted in the following:

- An Agent "Query Cut-off" date
- An Airline "Response" date
- Auto-Approval of Agent online Correction Requests
- Correction Periods in all Operations

On CASS Reporting Calendars now include an Agent "Query Cut-off date" and an Airline Query Response date (usually the same as the Correction Period Processing date).

3.2.1 Sequence of events and what it means for Agents:

1. Airlines load Billing information into CASSLink
2. Agents may check the preliminary Billing information in Output Services and if necessary, Request a Correction
3. Billing Period processing is completed, and output reports, Invoices and Billing Statements are available for checking
4. Agents enter Correction Requests online in CASSLink Correction Services – Add Correction, **before the Query Cut-off date**
5. Airlines review the Correction Requests and "**Action**" them as either – Accept, Reject or Airline Handled
6. If the Airline fails to Action the Correction Request, it will be Auto Approved
7. The Correction Period is processed, and new Reports for the Remittance period are available to all CASS Participants

If an Agent enters a Correction Request **after** the Query Cut-off date, the following may happen:

- The Airline may Accept the Correction Request before the Correction period processing, meaning that the Correction documents will be processed in the Correction Period
- The Airline may select Airline Handled and enter the Correction documents into CASSLink via a Billing input file

- If the Airline does nothing, the Correction will remain "Pending", until either the Airline Actions it or the following/next Correction Period is processed, at which time it will be Auto Approved by CASSLink

Period End	Agent Query Cut-off	Agent Remittance
4 days		4 days
Billing Period processing		Airline response & Correction processing
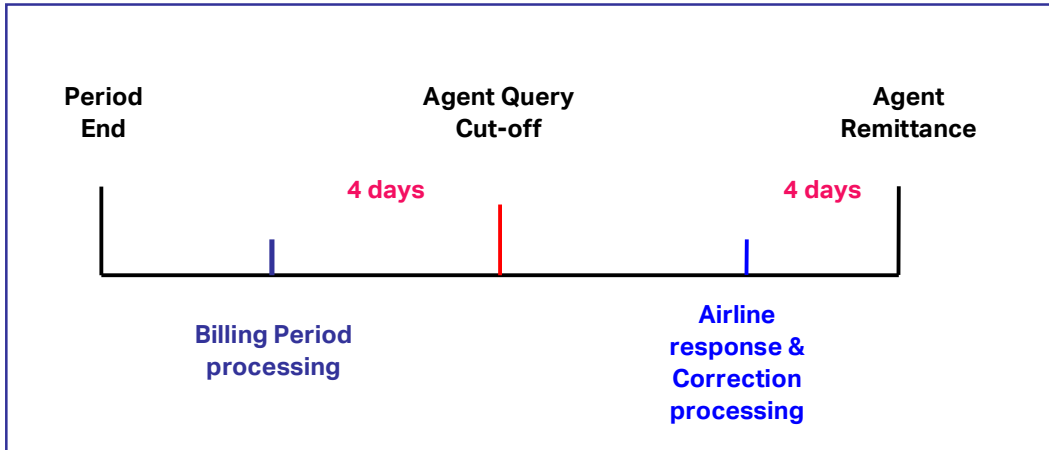
3.3. View Corrections

To view all Corrections entered for the Agent and check their status, go to View Corrections.

By selecting the "Show All" button, all Corrections will be displayed. In the example above, there is a further filter by electing to display only "on-line corrections", thereby eliminating other correction processed by the Airlines in the form of DCM's or CCA's.

If further details are required about the Correction, click on the "Show" box. This will open the Correction document as entered by the Agent. This may be relevant when a Correction has been "Rejected" by the Airline.

The Correction Status may be:

Accepted: Airline has accepted the correction request

Rejected: Airline has rejected the correction request

Airline handled   Airline has accepted correction request but will be handled via the CASS billing files (usually CCA or DCM).

Note: Corrections entered by Airlines will automatically be approved and processed in the next Billing Period, either in a "Correction Period" or scheduled Billing/Remittance Period. This is provided that the Correction has been entered by an "Approve Correction" Airline User.

Additional Information:

Entry – This is the date the Correction request was entered by the Agent. Remember that corrections entered by Airlines are automatically approved (provided the User entering the Online Correction is permitted to Approve Corrections).

Estimated Value – This is a guide only to the value of the Correction. This is a system calculation of the estimated net value of the correction. It is only estimated as the netting of the Original – Revised amounts may not include all values, taxes etc.

Sorting – where a column heading is underlined, the column may be sorted by clicking on the header name. For example, to sort Corrections by Entry date, click Entry and the list will be sorted into date order, oldest first. Click again and the list will resort with newest first. The sort feature exists anywhere the column heading is underlined.

3.3.1 Acceptance

When a Correction is accepted by the Airline, the billing document will be automatically scheduled to run in the next Billing Period. If a Correction Period is scheduled to run after acceptance but before the next Billing period, the Correction documents will be processed in the Correction Period.

3.3.2 Rejection

Where the Airline Rejects the agent's request for a correction the Airline MUST enter a reason for rejecting the Correction.
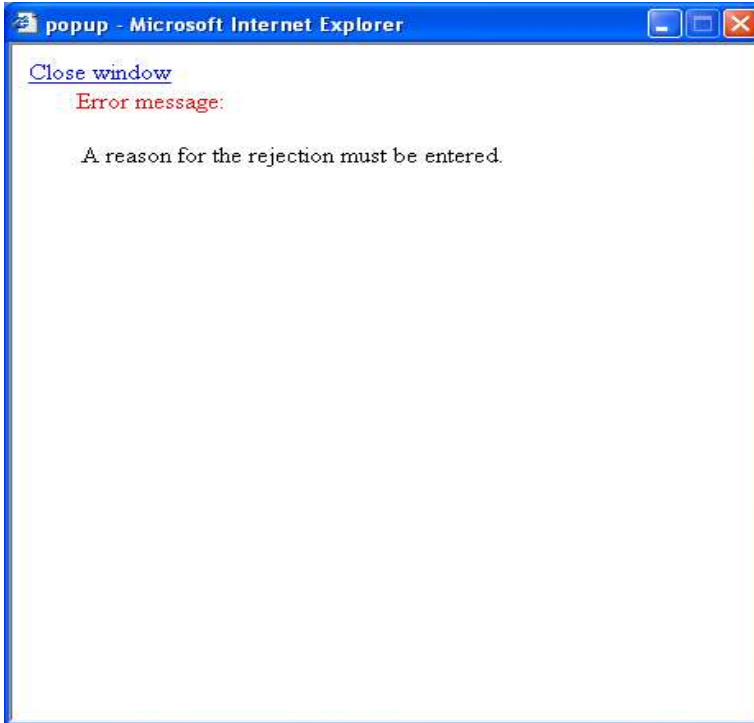
3.4. Correction Period

A Correction Period is a Billing Period run specifically to correct a large billing error to an Agent.

Correction Periods correct the billing generated in the associated Billing Period. A Correction Period will not process AWB's (AWM), only correcting documents – DCM, CCA and Online Corrections.

From 01 October 2009 (later in EU countries), changed Resolutions 801r & 801re require that all CASS Export operations must have a Correction Period for each Remittance Period

Note: A Correction Period MUST be run before the billing of the next Billing Period.

3.4.1 Correction Periods

Correction Periods are scheduled as part of the monthly or bi-monthly billing cycle. There is an Agent Query Cut-off Date (Agent deadline for correction submission in relation to Auto Approval in the current

period only) and an Airline submission date i.e. cut-off date for a file or Online Correction to be loaded by the Airline into CASS*Link* before the Scheduled Processing date for the Correction Period.

Important – When a Correction document is loaded subsequent to the Billing Period completion, the Correcting document will appear in CASS*Link* to be processed in the **next** Billing Period. Part of the system process at the commencement of a Correction Period processing is to identify those correction documents that are eligible for processing in the Correction Period and placing them in the Correction processing.

3.4.2 Correction Period Reports

The reports for a Correction Period will update the associated Billing Period(s). Only the Airlines and Agents that are affected by correction documents will receive a new invoice report, but all CASS Participants will receive a Billing Statement reflecting the total billed/invoiced for the Period.

The reports themselves will list the documents processed per carrier or agent as normal, but the accumulated totals and total amount owed will be cumulative with the Billing Period(s).

3.5. Correction Report
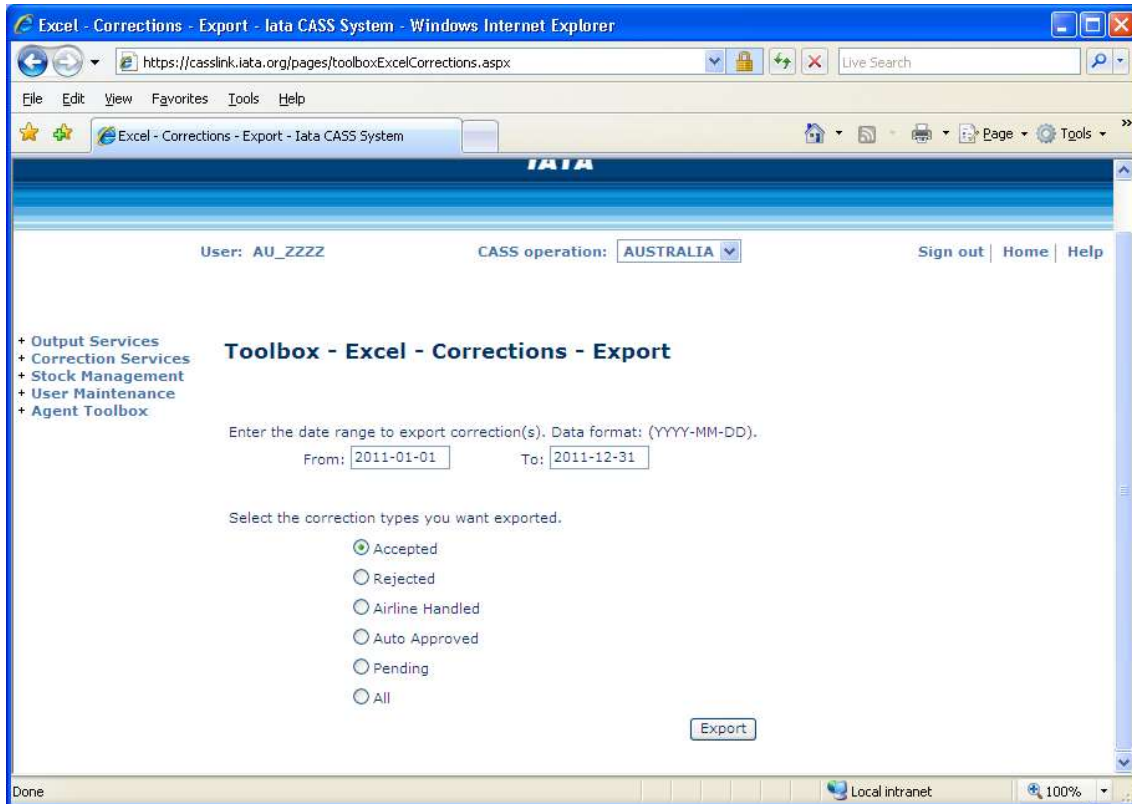
The Correction Report provides the Agent with a spreadsheet summary of all correction documents processed by Airlines through CASS. The Agent may select:

- Accepted
- Rejected
- Airline Handled
- Pending
- All (that provides a single workbook with separate sheets for each of the above Types)

The Agent may view the status of all corrections entered into CASS*Link*, per a selected "From" and "To" date range. Records will not be displayed beyond the CASS Storage Period.

Correction Status and report "Types" refer to:

- **Accepted** – means an Online Correction requested by an agent has been accepted online in Correction Services or any correction document (DCM or CCA) loaded via an airline billing file
- **Rejected** – means that an Online Correction entered by an Agent has been refused by the Airline. A "Reason for Rejection" should be provided by the Airline
- **Airline Handled** – signifies that the Airline has accepted the Online Correction entered by the agent, but will process the correction documents via a billing input file rather than acceptance online
- **Auto Approved** – identifies Online Corrections that have been approved and processed in a Correction Period by CASS*Link* after the Airline failed to Accept, Reject or Airline Handle the correction request entered by the agent within the required timeframe
- **Pending** – identifies all Online Correction requests entered by the agent where no action has been taken by the Airline

4. Agent Correction File

4.1. Background

IATA CASSLink has enabled Agent Users to upload Correction Files containing DCM (DCO/DCR) records directly to CASSLink. This is an added function that is an automation of the manual entry of Corrections in the CASSLink Correction module.

4.1.1 Operation

The new file load of Correction records is an automated means that agents will have to enter billing corrections into CASSLink. But as with the manual entry of corrections using the Add Correction module in CASSLink, any correction record loaded must still be "actioned" by the Airline concerned. The correction records loaded by the file will be placed in the View Corrections page in CASSLink with a "Pending" status. Airlines will then review the correction requests and decide whether to – Accept, Reject, Airline Handle or Amend the correction requests.

All Agent Admin users will be activated for the new menus to enable file upload. Other users may be added based on access to the "Add Correction" menu.

4.2. Process

4.2.1 Correction Input

A New Menu will be activated- Input Services. The sub-menu's:
- Correction Input – allows for the upload of correction files
- Correction History – allows the user to view the status of the file upload, both past and present

Select the file to be loaded from your PC. Then select "Upload"

Load Options – Automatic Load when no errors:
- ▪ Box ticked – The file will be loaded when there are no Rejected records
- ▪ Box unticked – the file will be loaded to Validation stage only. The Correction History will need to be checked and the file Load completed

4.2.2 Correction History

After the File Load has been successful, check Correction History to ensure that no records have been Rejected. Load the file if necessary, to complete the process.

Agent	EndDate	Recs	Err	Warns	Status	Load/Reject	More Info	View PDF	Input File
2433493	2020-03-31	8	4	0	Loaded		More Info	View PDF	Download
1									

Load Reject Select all Unselect all

Where there are 'ERR' or 'Warns', check the Validation Report (that is also emailed to the User) by going to 'View PDF'.

If there are Rejections that can be fixed, do not load the file. Instead, Reject the file load, fix the errors and go back to Correction Input and reload the corrected file.

```
IATA CARGO ACCOUNTS SETTLEMENT SYSTEM            DATA VALIDATION IRREGULARITY REPORT          DATE: 06-MAY-20          PAGE: 001
     RUN-ID: 000001     FILE-TYPE:     (FILE OF BILLING PARTICIPANT)          HASH-CTRL: N  VAT-CTRL : N  IRR.-CTRL: N

HEADER RECORD:
==============
DOCUMENT   COUNTRY   -----ORIGIN-----   TRANSMITTAL       FILE        DEVICE   FILENAME   REPORTING
  TYPE       CODE    TYPE ---CODE----     NUMBER          NUMBER      NUMBER   --------   END DATE
  ALA        NZ      C    2433403                           02                            200229

DETAIL RECORDS:
===============

  DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
    DCO       081      24334034314  42174661  000023
    --------FIELD-NAME------  FIELD-CONTENTS-  CODE -------------------------MESSAGE------------------------
    AGENT-CODE                24334034314      322  AGENT CODE NOT FOUND                                          ** REJECTED **
    AWB-NR                    42174661         556  NO PREVIOUS RECORD FOUND FOR CORRECTION                      ** REJECTED **

  DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
    DCR       081      24334034314  42174661  000023
    --------FIELD-NAME------  FIELD-CONTENTS-  CODE -------------------------MESSAGE------------------------
    AGENT-CODE                24334034314      322  AGENT CODE NOT FOUND                                          ** REJECTED **
    AWB-NR                    42174661         556  NO PREVIOUS RECORD FOUND FOR CORRECTION                      ** REJECTED **

  DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
    DCO       081      24334034314  42174672  000023
    --------FIELD-NAME------  FIELD-CONTENTS-  CODE -------------------------MESSAGE------------------------
    AGENT-CODE                24334034314      322  AGENT CODE NOT FOUND                                          ** REJECTED **
    AWB-NR                    42174672         556  NO PREVIOUS RECORD FOUND FOR CORRECTION                      ** REJECTED **

  DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
    DCR       081      24334034314  42174672  000023
    --------FIELD-NAME------  FIELD-CONTENTS-  CODE -------------------------MESSAGE------------------------
    AGENT-CODE                24334034314      322  AGENT CODE NOT FOUND                                          ** REJECTED **
    AWB-NR                    42174672         556  NO PREVIOUS RECORD FOUND FOR CORRECTION                      ** REJECTED **

DOCUMENTS TOTALS AND HASH CONTROL:
==================================
   NUMBER OF DOCUMENTS:    --AWB--   VOID/SV  --CCA--   --DCM--   --ADR--   --BTA--    -HASH-AMOUNT BTA-DUE-AIRL BTA-DUE-AGNT
        AWT/BTT/TRAILER:   0000000   0000000  0000000   0000411   0000000   --NA.--    00000000000  00000000000  00000000000
               COUNTED:   0000000   0000000  0000000   0000010   0000000   0000000    000000192368 00000000000  00000000000
    10 RECORDS - HEREOF       4 REJECTED WITH ERRORS AND       0 ACCEPTED WITH WARNINGS AND      6 ACCEPTED WITHOUT REMARKS
```

4.2.3 View Corrections

At the completion of the file load, the loaded Corrections can be viewed in "View Corrections"

Search Options

- ◉ Show Pending
- ○ Show Airline Handled
- ○ Show All
- ☐ Only show online-corrections

Search for AWB [   ] (Optional)

7619738 - 0022 BR Kuehne + Nagel S.A.S ▾

Select an Airline ▾

[Search]

Input Services
Output Services
Correction Services
  Correction Report
  Add Correction
  View Corrections
Master Files
User Maintenance
Agent Toolbox

Correction - Overview

Agent	Airline	AWBNumber	Estimated Amount	Org	Dest	Entry	Status	X	Number	
7619738 - 0022	729	62821205	700.00	BOG	SAL	2020-06-15	Pending	☐	000014	Show
7619738 - 0022	729	62821172	250.00-	BOG	MIA	2020-06-15	Pending	☐	000014	Show
7619738 - 0022	729	62821194	800.00	BOG	VVI	2020-06-15	Pending	☐	000014	Show
7619738 - 0022	729	62821124	920.00-	BOG	MIA	2020-06-15	Pending	☐	000014	Show
										1

4.3. Technical Specifications

The Correction File must have the following to be accepted in the system:
- Header Record
- Correction Records – DCO & DCR
- Trailer Record

4.3.1 Header Record

NR	DESCRIPTION NOTES	SOM	LOC	ATT	CONTENTS
1	Record ID		1-3	3 T	ALA
2	CASS Area Code		4-5	2 T	ISO COUNTRY CODE
3	Agent Code		6-12	7 N	IATA Agent code
4	Filler		13-19	7 T	
6	Date Period Start	A4b	20-25	6 N	YYMMDD
7	Date Period End	A4b	26-31	6 N	YYMMDD
8	Date of Billing	A4b	32-37	6 N	YYMMDD
9**	File Number		38-39	2 N	
10	Reserved Space		40-230	191 T	
11	Reserved Space		231-250	20 T	

** File Number within the billing period. Used when a more frequent submission than one file per billing period is required by the agent.

4.3.2 DCO & DCR

The current CASS Technical Specifications for corrections records for DCO/DCR can be found at http://www.iata.org/en/services/finance/casslink. Download the latest version for full CASS Technical Specifications and local specifics for DCO & DCR.

Correction records must be DCO and DCR, matching the records entered manually into CASSLink. CCO/CCR records will not be accepted.

NR	DESCRIPTION NOTES	SOM	LOC	ATT	CONTENTS
1	Record ID		1-3	3 T	TTA
2	CASS Area Code		4-5	2 T	ISO Country Code
3	Agent Code		6-12	7 N	IATA Agent code
4	Filler		13-16	4 T	
5	Number of AWB		17-23	7 N	Should always be 0000000
6	Number of CCA Transactions		24-30	7 N	Number of CCA Forms covered by this file
7	Number of DCMs		31-37	7 N	Number of DCM Forms covered by this file
8	Total Number of Records	A18	38-44	7 N	Does not include Header and Trailer record

9	Hash Total	45-56	12 N	Total of all monetary amount fields included in all records in this file (excluding AW1, CC3, DC3 below)
10	Number of AW1	57-63	7 N	Number of AW1 records
11	Number of CC3	64-70	7 N	Number of CC3 records
12	Number of DC3	71-77	7 N	Number of DC3 records
13	Reserved Space	78-230	153	
14	Reserved Space	231-250	20 T	

The Header and Trailer records are mandatory to "open" and "close" the file load process. Without a Header the CASSLink system does not know where to load the file. No Trailer record results in a load failure. In this case no records are loaded.

4.3.3 CASS Correction Reason Codes

CODE	NAME
01	Billed to Wrong Agent Location
02	Billed to Wrong Agent
03	Paid Previously
04	Calculation Error
06	VOID; Shipment Never Moved
07	Domestic Shipment; Billed as International
11	Incorrect Chargeable Weight
12	Incorrect Volume Weight
20	Incorrect Contract Rate
21	Incorrect Spot or Ad-hoc Rate
22	Incorrect Service Level Rate
23	Incorrect Published Rate
24	Contract Rate not Applied
25	Spot/Ad-hoc Rate not Applied
26	Service Level Rate not Applied
27	Incorrect Pallet/Container Rate
30	Incorrect Insurance Fee Due
31	Incorrect Security Fee Due

32	Incorrect Fuel Surcharge
33	Incorrect DG/RA Fee
34	Incorrect Other Charges Due Carrier
40	Incorrect CC Due Agent Amount
41	Missing CC Due Agent Amount
50	Incorrect Valuation Charge
51	Valuation Charge not Applied
60	Incorrect Commission
61	Commission not Applied
70	Incorrect Incentive/Discount
71	Incentive/Discount not Applied
80	Charges Changed to Prepaid; Billed as Collect
81	Charges Changed to Collect; Billed as Prepaid
99	Other

4.4. File Loading Rules

There are some strict rules to be followed when creating Correction files :
- The DCO must precede the DCR
- The DCO must contain the Reason for Correction code in the Comments/Free Text field (Loc201-250)
- There must be a DCO. There cannot be a DCR without a DCO
- There may be DCO records that do not have a DCR, such as when a 100% refund is requested e.g. Reason Codes 01, 02, 03 and 06.
- The file must contain both a Header and Trailer records
- The file may contain Correction requests for multiple Agent locations and multiple Airlines
- The file cannot contain records for different IATA Agent codes
- More than one file may be loaded per Reporting Period, by changing the File Number in the Header Record

4.5. Sample Correction File

```
ALAAU0234995    20040120041520042211
DCO 01456283776
BNE02349954423000012AUD0000000000200325P000000129000P000000000000P000000000000P000000000000P00000000040000000
0000000000000000000000000000000000000000000000 K0001720DEN          01 billed to wrong agent location
DCO 01456283813
MEL02349953222000012AUD0000000000200404P000000203715P000000000000P000000000000P000000000000P00000000040000000
0000000000000000000000000000000000000000000000 K0002515SFO          11 Incorrect Chargeable weight
```

```
DCR 01456283813
MEL0234995322200012AUD00000000000200404P000000203715P000000000000P000000000000P000000000000P00000000040000000
0000000000000000000000000000000000000000000 K0002515SFO          Weight should be 200kg
TTAAU0234995      00000000000000000000400000040000000000000000007700000000000008
```

Note: There is no mandatory file name requirement. But it is recommended that the file name identify the CASS reporting Period and the Agent code for sorting in the local PC.

4.6. User Administration

All Agent Admin users will automatically be given the permissions to be able to upload correction files and to view Correction History.

In addition, any current user that has 'Add Correction' permissions will also have the permissions to Load files and view Correction History.

To activate the new services, add 'Agent Input' to the User services to be able to perform Correction File functions – Correction Input and Correction History.

4.7. Errors and Warnings

Some potential Errors and Warnings specific to Correction File load are in the table below:

Level	Reasons
Critical/Failure	▪ DCR before DCO - Invalid Records Order In File ▪ No Trailer record ▪ No Header record
Rejection	▪ **Gross-Weight May Not Be Zero** - DCO or DCR must have a weight to be accepted ▪ **Weight Charge Must Be Filled** - DCO or DCR must have a weight to be accepted ▪ **Agent Code different to header record –** Agent Code in the DCO/DCR must be the same as that in the Header

- **Code Does Not Exist -** Invalid Reason Code
- **No Previous Record Found for Correction** - AWB must exist in CASSLink
- **Agent Code Not Found** – Incorrect Agent Code in file
- **Duplicate Record Attempt** – The Correction record is already loaded in the system. Check the Correction number if this is a new correction for the same AWB

Warning	**VAT Indicator Not Conform Origin / Destination** – VAT Indicator differs from that expected by CASSLink

5. User Maintenance

5.1. Users

For Agents there are two different user types:
- Agent Admin
- Agent

5.2. Agent Admin User

All Agents in CASSLink should have at least one Agent Admin user that can administer to their company's user requirements.

IATA will create the Admin User based on guidance from the Agent. It is then up to the Admin User to create other Agent users as required.

Menu's/Services that can be added to Users:

- Agent Output
- Add Corrections
- View Corrections
- Stock Management
- View Agent Documents

When creating the User, besides Services, a CASS Operation must be selected and must be linked to an agent code.

When created, Customer Portal access is activated (if not already enabled).
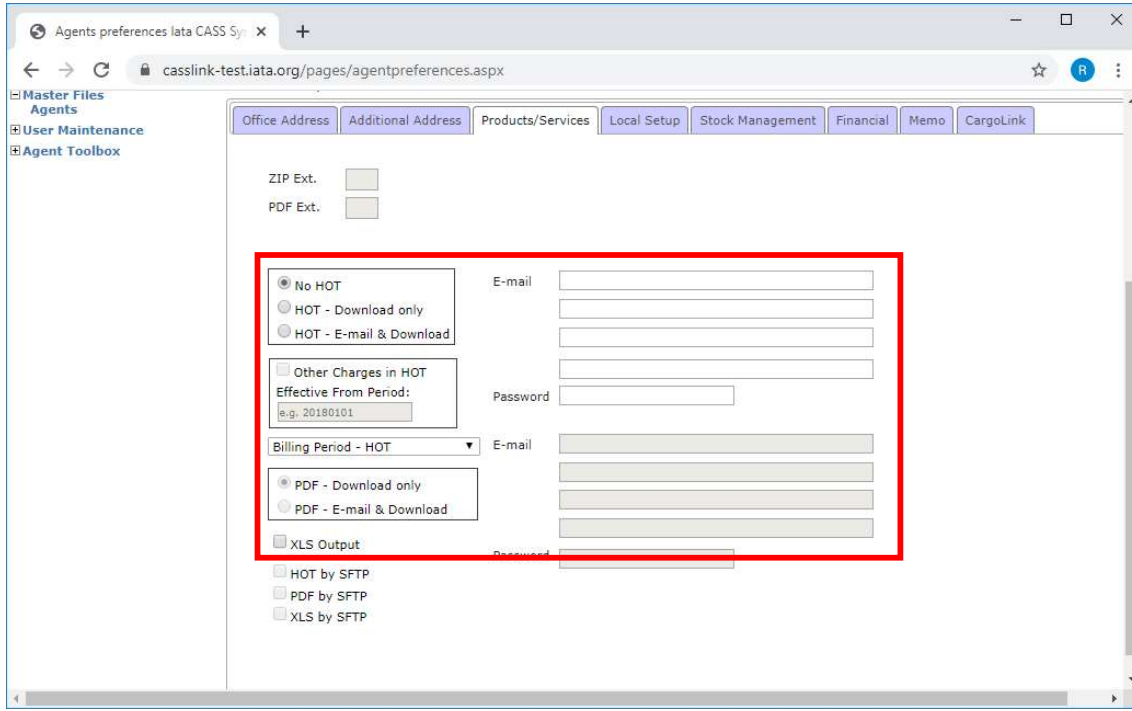
5.3. CASSLink access

Upon creation, and at initial login, the Agent User will be directed to the Customer Portal where they will create a Portal ID and Password.

Access to CASSLink and other IATA services is then only possible via the Portal.

6. Master Files – Agent

This menu allows Agents to enter or amend their Products / Services options.

6.1. Product Options

HOT File
- HOT – Download only – does not require the entry of an email address
- HOT – Email & Download – an email address is required to be entered

Billing Period HOT – contains only those records processed in the production
Remittance Period HOT – contains an accumulation of records processed e.g. From Billing Period 1 (P1), will contain records only from Period 1, from Billing Period 2 (P2), it will contain records from P1 & P2 and from the Correction Period (P3) it will contain records from all 3 processing.

PDF
- PDF – Download Only
- PDF – Email & Download - an email address is required to be entered

XLS – electronic version of the PDF

SFTP - cannot be selected by Agents. It requires a linking and setup outside this page.

Warning notification will be shown to ensure the correct option is being selected.

7. SFTP

An SFTP option is available in CASSLink that will allow Agents to receive their reports and CASS output via SFTP link instead of by email or download.

Contact IATA Customer Service for activation details.

8. Stock Management

CASSLink provides Airlines and Agents with an AWB Stock Management system for the request and allocation of Airline stock.

Please talk to your local Cargo Manager for more details and a copy of the Stock Management Manual for Agents.

8.1. Stock Management Fact Sheet

CASS*Link* STOCK MANAGEMENT

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

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

If the answer is YES, then the CASS*Link* Stock Management system is your solution

Introduction

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

The Stock Management 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.

CASS*Link* AWB Stock Management System
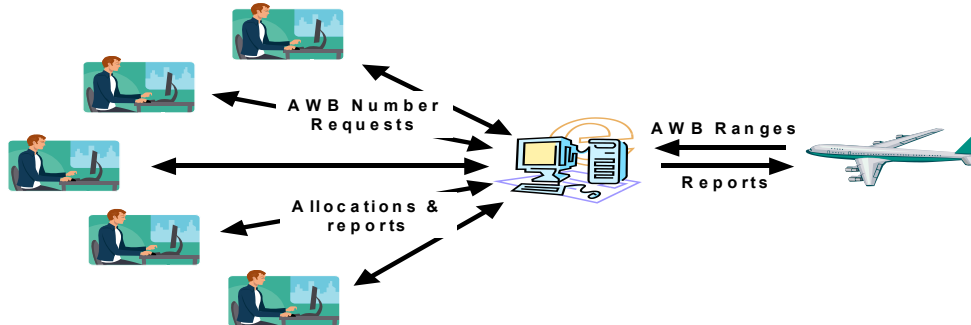
Key Features

- Carrier determined maximum stock allowance for each Freight Forwarder
- 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 e.g. 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 (up to 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

How do I subscribe?

Airlines
- If you are an airline, contact you local Cargo Manager to activate you in CASS*Link*
- 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 go to:
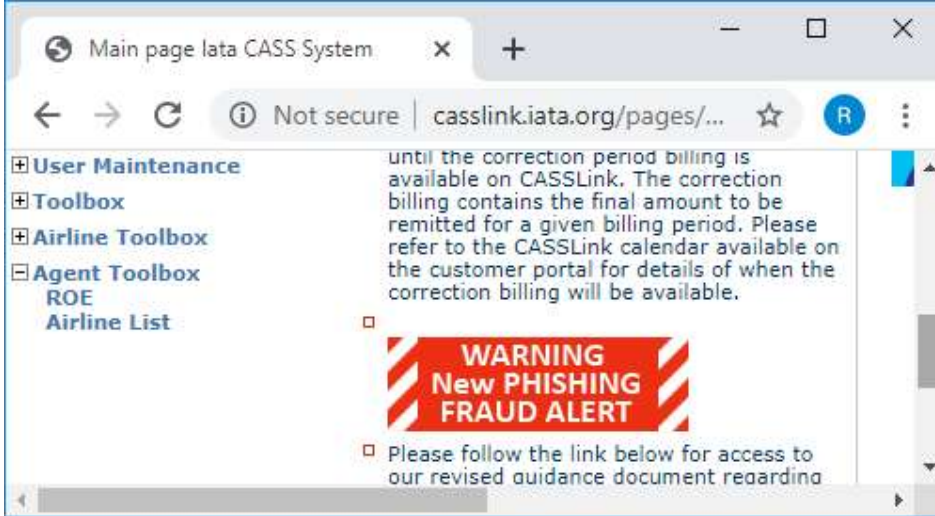**https://www.iata.org/en/services/finance/casslink/**

CASS*Link*

"Simplifying the business of Air Cargo"

9. Agent Toolbox

The Agent Toolbox provides Agents with two downloadable reports: Airline List and Correction Report.

9.1. Airline List

Allows Agents to download a xls spreadsheet list of Airlines participating in the CASS

9.2. ROE (Rate of Exchange) Report

Several CASS Operations use Rates of Exchange to convert the input (AWB) currency to the local or CASS reporting currency. Example - Operations where input is in USD, but reporting is in local currency.

VE	USD	2020-03-07	73193.31
VE	USD	2020-03-06	73193.31
VE	USD	2020-03-05	73653.28
VE	USD	2020-03-04	73829.03
VE	USD	2020-03-03	73987.45
VE	USD	2020-03-02	74092.57
VE	USD	2020-02-29	73652.17
VE	USD	2020-02-28	73652.17
VE	USD	2020-02-27	73603.12

Choose the date range to download a spreadsheet of ROE entered to CASSLink.

Note that this report is only available where ROE is entered by the CASS operation into CASSLink. The report will not provide information on ROE entered by Airlines into individual AWB records.

10. Glossary of Terms

Agent	IATA Accredited Cargo Agent (Freight Forwarder)
AWB	Air Waybill - the document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
Billing Period	There are twenty-four (24) Billing Periods each calendar year ie. two (2) per month. These are: 1st to 15th and 16th to last day of month (28th, 29th, 30th 31st)
CASS	Cargo Accounts Settlement System
CASS Associate	Freight Forwarder sponsored by a CASS Airline to join the CASS program
CASS*Link*	Global processing system used by IATA for processing Airline billing documents.
CCA	Cargo Charges Correction Advice means the document used for the notification of changes to the transportation charges and/or to other charges and/or the method of payment.
Charges Collect	Equivalent to the term 'freight collect' or 'charges forward', means the charges entered on the Air Waybill for collection from the consignee.
Correction document	See CCA or DCM
Correction Period	An additional Billing Period used to correct documents in the initial Billing production.
DCM	Debit Credit Memo – used to amend Net/Net sales
Remittance	Payment by Agents to CASS

Reporting Timetable	Timetable of events usually published by CASS before the start of a new year to identify key dates for report production, Agent remittance and Airline settlement.
Settlement	Amounts owed to Airlines by Agents through CASS
SFTP	Secure File Transfer Protocol
Storage Period	Defined in each CASS to be the time online records are stored and available for viewing in AWB History, Online Corrections and the Corrections Report. May be from 6-months to 60-months depending on the CASS Operation.
Upload	The processed used by Airlines to enter electronic billing files into CASS*Link* each Billing Period
Username	Log-in identification to access CASSLink

Appendix A - Frequently Asked Questions

Question	Answer
What is the CASS*Link* website address?	All access to CASSLink should be via the Customer Portal - www.iata.org/cs
I don't have access to CASS*LinK*?	Generally, all Agents and locations have a Username and a Password (this may change from country to country, depending on the reporting arrangements). It may be that the person this information was originally sent to has left the company or mislaid the information. Contact your Customer Service Center to get connected to CASS*Link*.
I have forgotten my password, can you tell me what it is?	CASS staff cannot see what your password is. They can reset and create a new password for you, but cannot see the current one.
I didn't get my report. Can you resend them to me?	No. All Agents and Airlines have access to CASS*Link* and can login at any time and retrieve any reports at any time.
I have many branches/locations. Can I see their output using a single login?	CASS can *Link* a single Username login to all your CASS locations. Contact your Customer Service Center to enable these *Link*s.
We have offices in other countries. Can I access their output from my Username login?	Yes. One of the features of CASS*Link* is that it is a global system. Airline Head Offices can have access to their reports worldwide. Agents can access reports from their subsidiaries in neighbouring countries. Contact your Customer Service Center to arrange these *Link*s.
What reports are available?	CASS*Link* standard reporting format is PDF. HOT or text-file reports are available that are used for account reconciliation. XLS spreadsheet reports are also available. Contact your Customer Service Center to activate the HOT or XLS report options (there may be a charge for these additional reports).
We have been billed the wrong amount for an AWB. Please process a credit?	CASS cannot process a credit. Only the Airline can process a correction to you. Alternatively, go to Correction Services and request a billing correction online. The Airline will then Accept or Reject your request in CASS*Link*, or action your request via a CCA or DCM.

I want to receive one single report for all my Agency locations, not a report for each individual location. Can I get this?	Yes. The Local Customer Service Center can arrange for your reports to be "consolidated" into a single report.
I currently have remittance payments deducted from our account as individual amounts for each of my Branches, but I only want one direct debit payment for all my locations. Can this be arranged?	Yes, as above, your Local Customer Service Center can "consolidate" your reports and your Remittance payment to a single payment amount.
I have done a search in AWB History does not display anything. Why?	There may be a number of reasons. Either the AWB: has not been billed; you are not entering the correct details – AWB serial Number, Airline or Agent code the AWB was not billed during the current "Storage Period" set by your CASS. This Storage Period could be as little as 6 months or as much as 5 years. Your Local Customer Service Center can advise you on this matter.
How do I find out if a credit for an AWB has been processed by the Airline?	Use AWB History in Output Services to search for the AWB Serial Number. This search will list all documents processed and show the actual total amount paid by the Agent for the AWB to date, subject to the document being processed within the "storage period.
An Airline has loaded a Correction Document, but it has gone into the next Billing Period. Why isn't it going to run in the Correction Period?	All documents when loaded are "flagged" to be processed in the next scheduled Billing Period. A Correction Period is not a Billing Period. At the commencement of a Correction Period, all correction documents that are eligible to be processed are "stripped" from the Billing period and placed into the Correction Period for processing.
What do the 2-letter codes on the CASSLink Invoice/Adjustment report mean?	AD - Add Record (used of CCR/DCR record line) DL - Deletion Record (used for CCO/CCO record line) NC - No Commission paid on Weight/Valuation Charge LT - Late Submission (AWB Execution Date in previous Billing Period) SR - Service AWB (system will process the shipment even if no weight charge is shown)

VD -   Voided AWB

When a Correction is loaded or approved, when will it be processed?	When a correction is loaded by file or Accepted online, it will be processed in the next Processing, either a Billing or Correction Period processing
In the View Correction screen, when a Correction is Pending, why isn't there a "Reject" option at the bottom of the screen like there is an Accept option?	To Reject a correction, the Airline must enter a Reason for rejection, which requires the User to open the Pending correction using the "show" button.
Why do some CASS Invoices show Discount, while others say Incentive, Rebate or other term?	Discount, Incentive, Rebate, Market Price Adjustment are all the same thing. The application of these values reduces the Weight Charge to a Net Value. The reason why different terms are used is based on Legal definition or market requirement.

Appendix B – Trust Certificates

Loading Trust Certificates Into Your Adobe Viewer Application

For a number of EU countries, it is a requirement of EU Directive 115 that all CASS*Link* invoices be digitally signed. The following instructions allow invoice recipients to verify the signatures embedded in the CASS*Link* PDF Invoice documents. Signature verification requires Adobe Reader version 8.0 or later.

Download the certificates from the D-Trust website by going to the www.d-trust.net

Choose the English language (top right-hand corner)
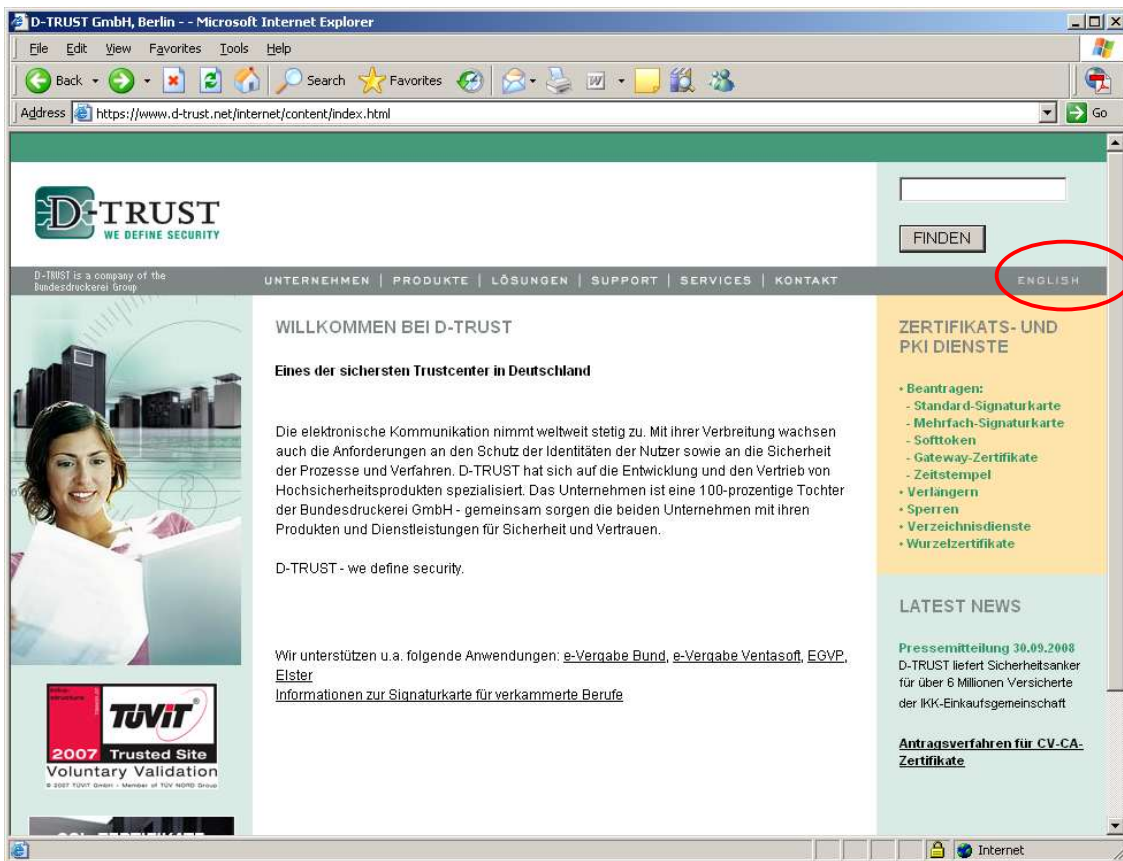
Click on "ROOT Certifikates" (right hand side of page)
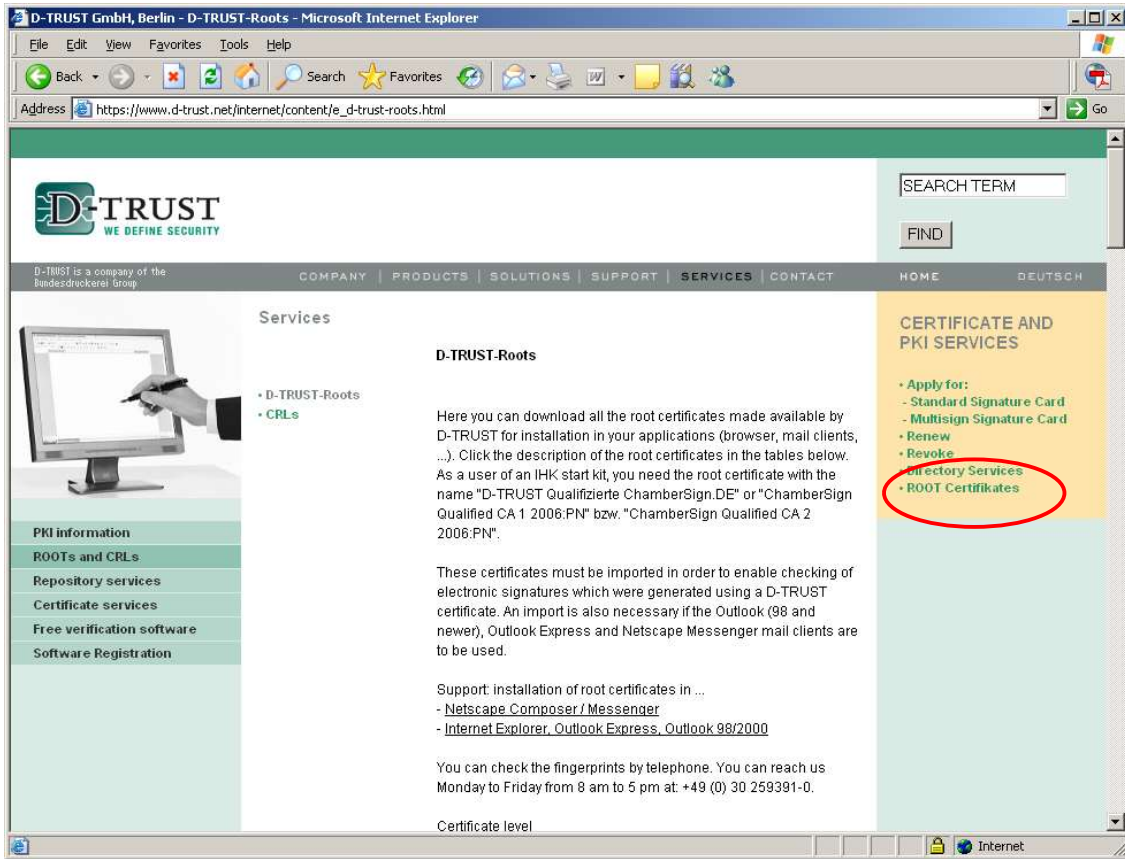
Click on German language (DEUTSCH)
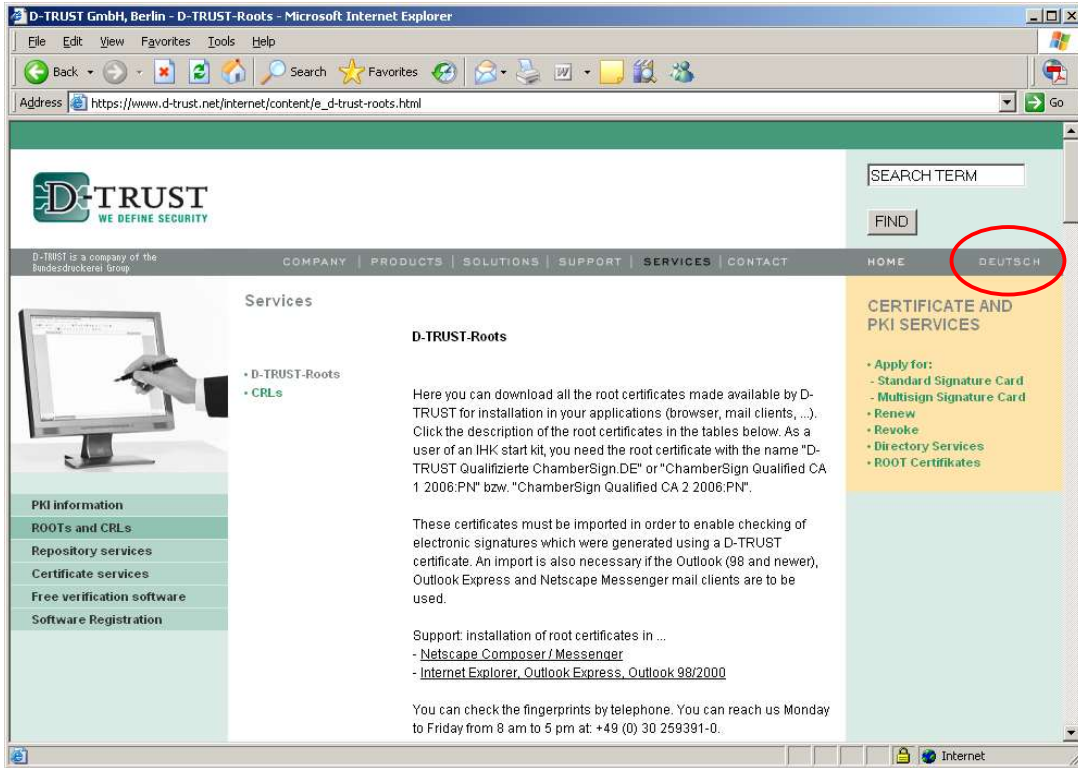
(You need to go back to Deutsch as the correct certificates are not visible in English)

About half way down the page, click on the "**Qualifizierte Zertifikate**" link

Click on the "**D-TRUST Qualified Root CA 1 2008:PN**" link to download the certificate and save to your local disk drive on your PC
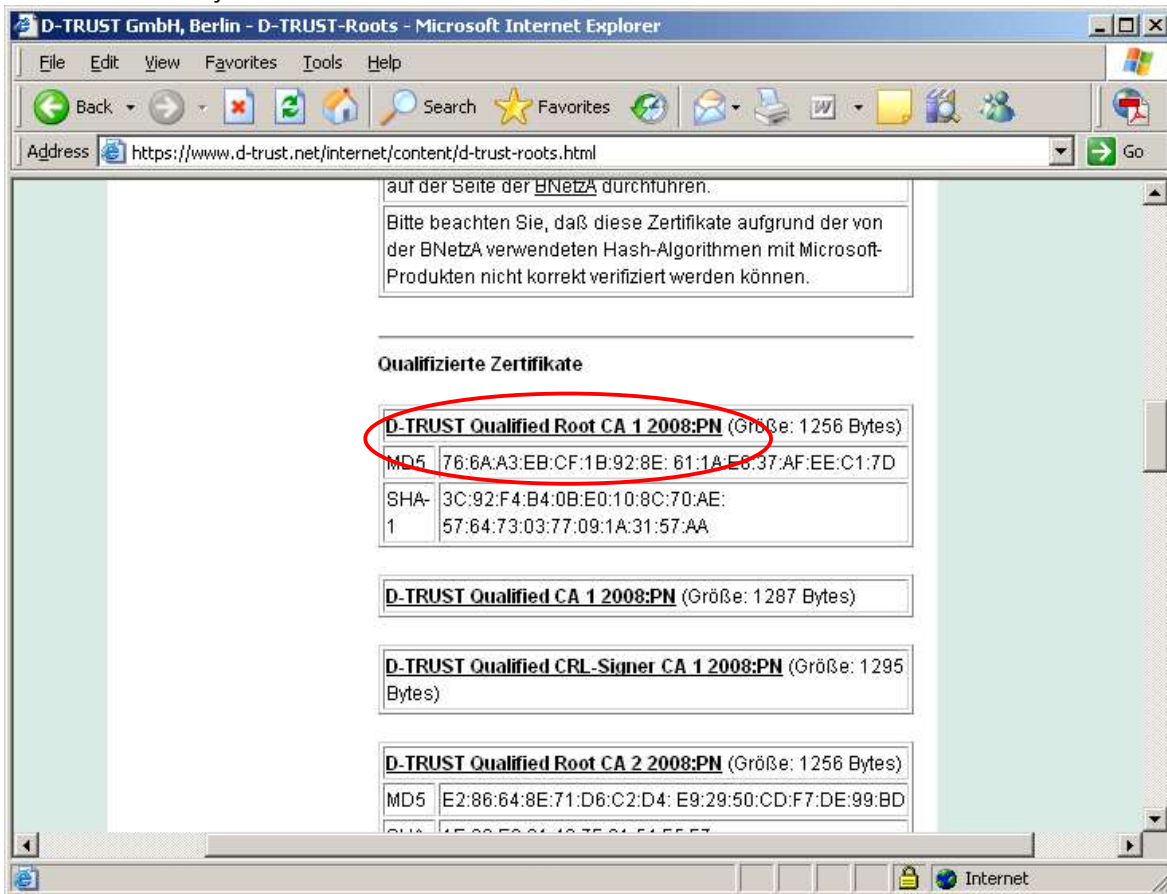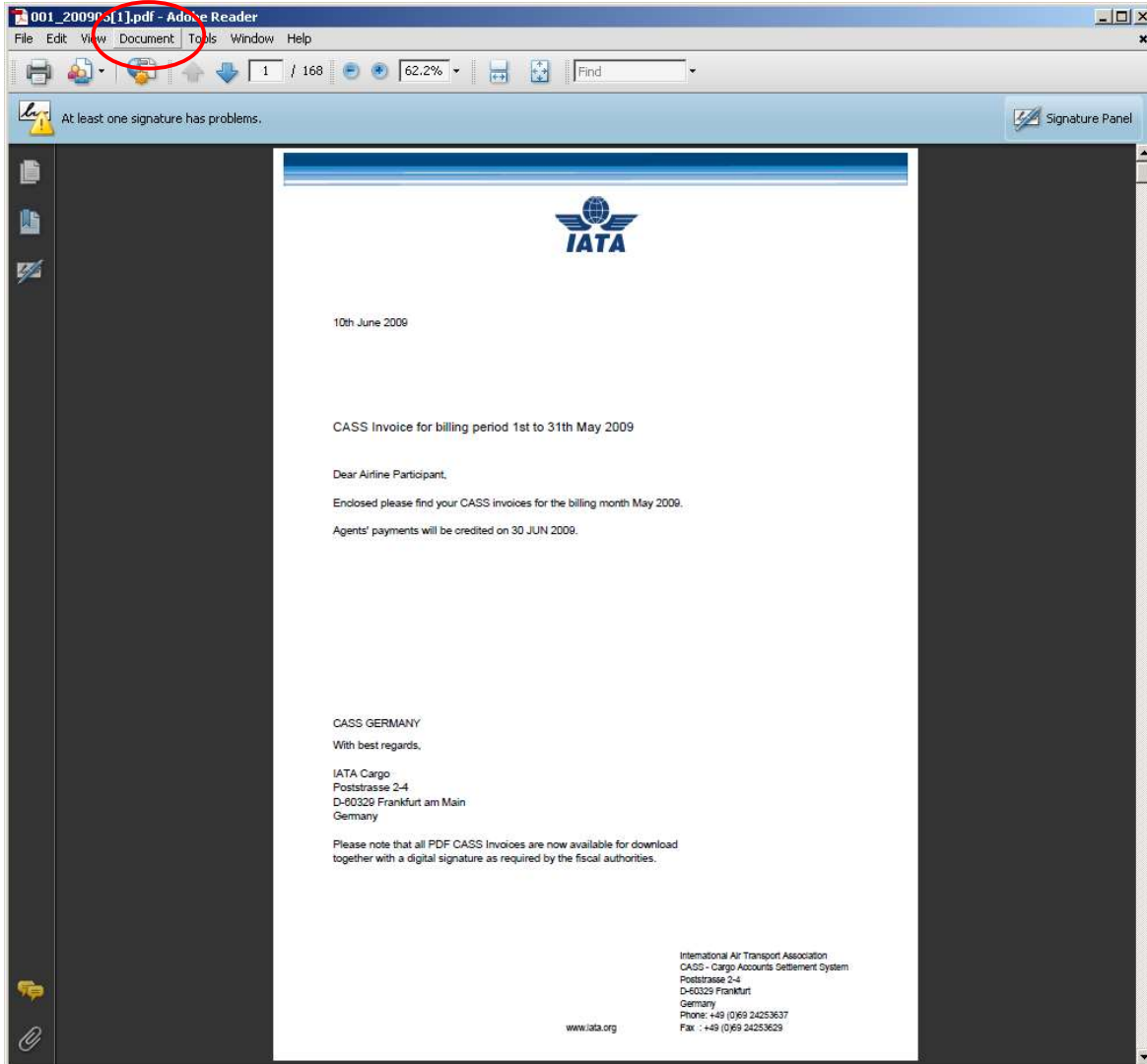
Click on the "**D-TRUST Qualified CA 1 2008:PN**" link to download the certificate and save to your local disk drive on your PC
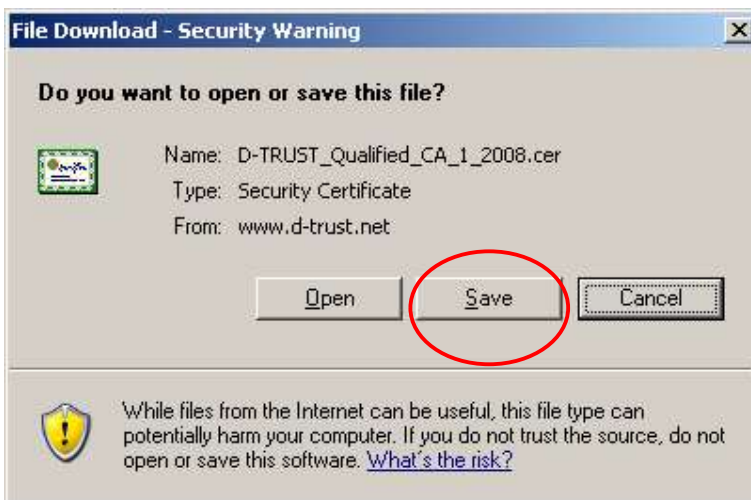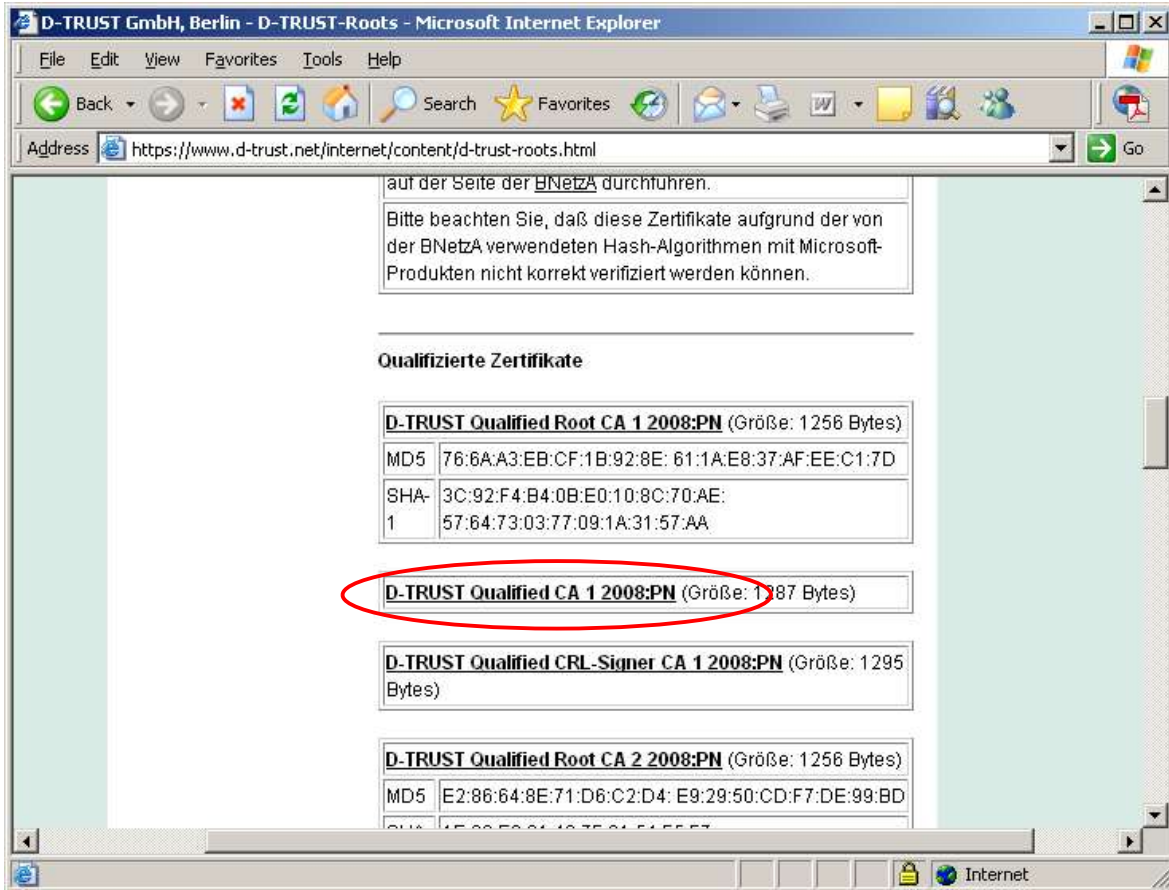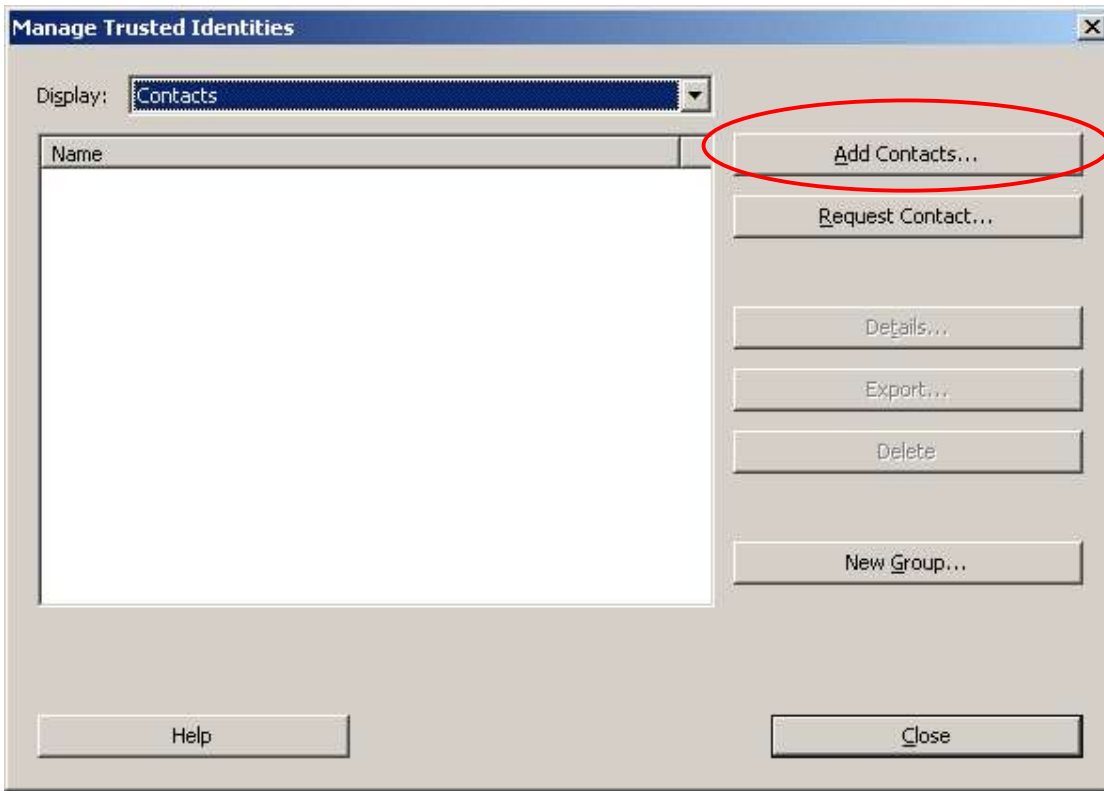
Within the Adobe Viewer (open your signed PDF document), from the main menu along the top of the window, select "Document – Managed Trusted Identities…"
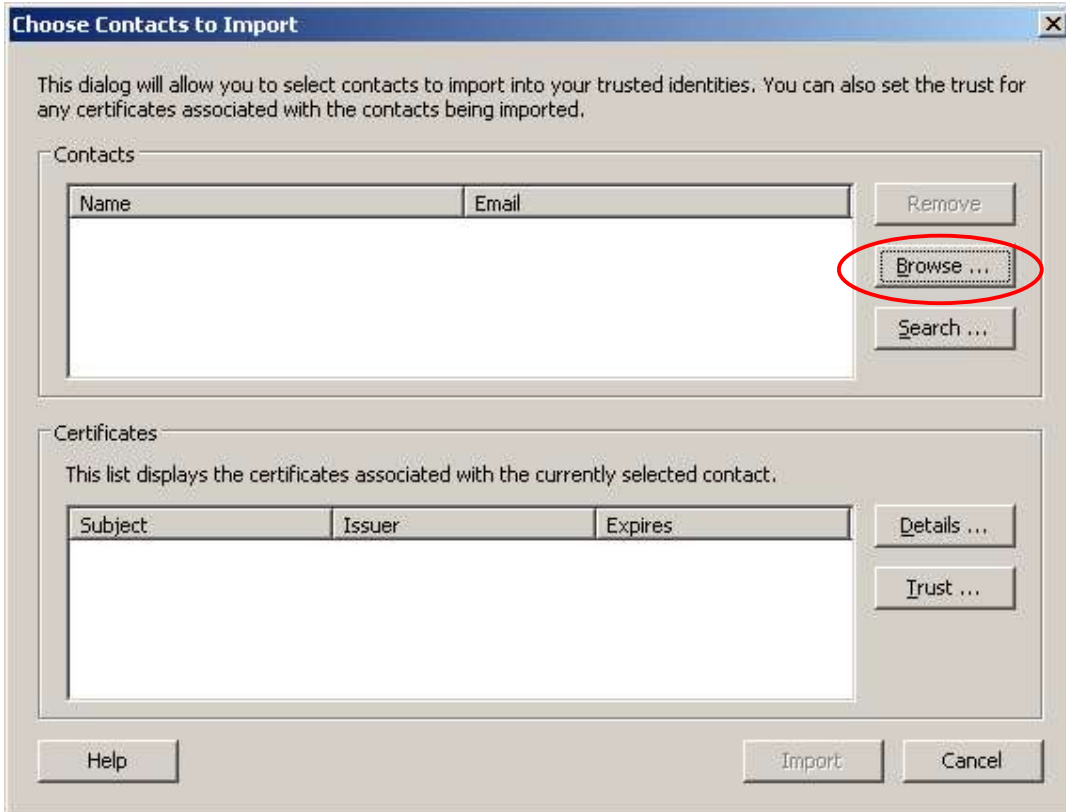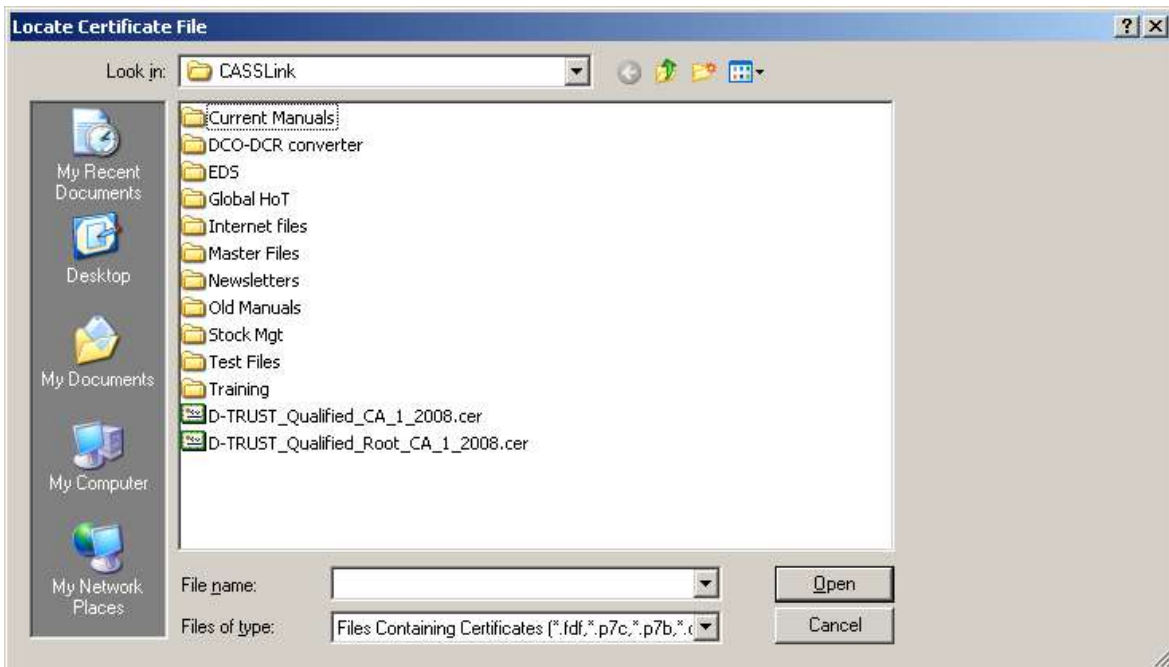
Click on the "Add Contacts…" button

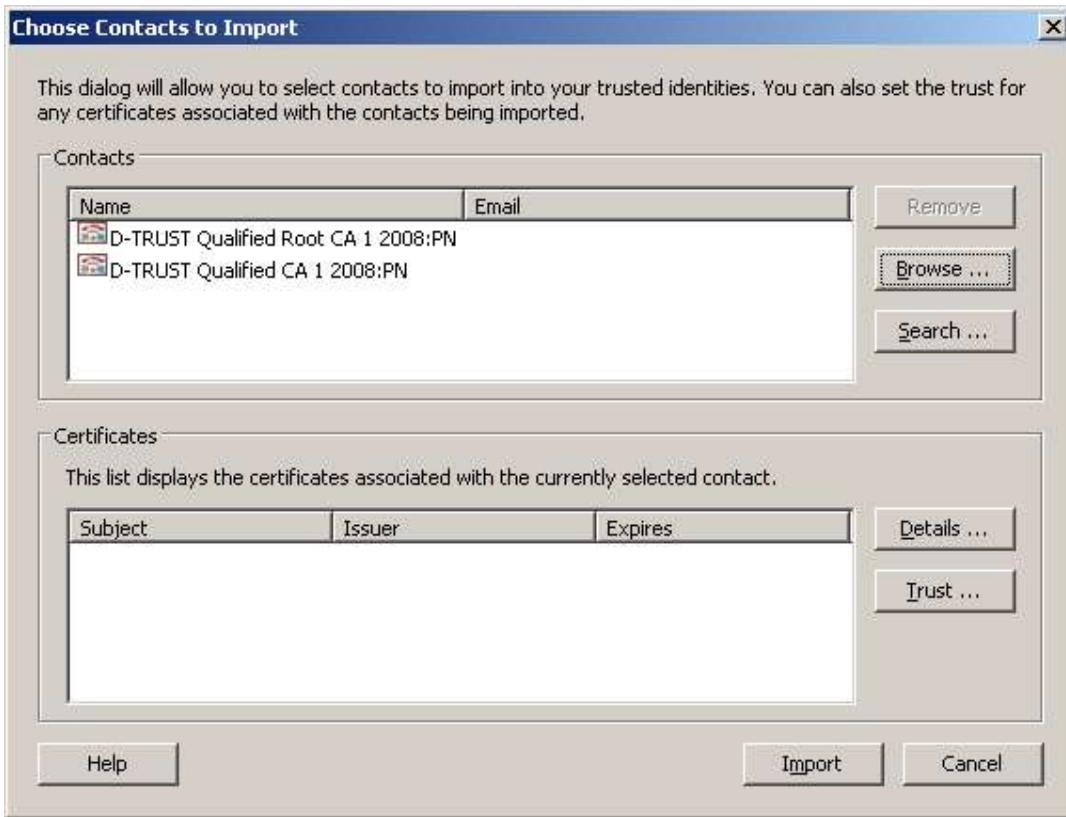Click on the "Browse…" button

Browse to the location where the certificate files were saved to on your local disk   drive
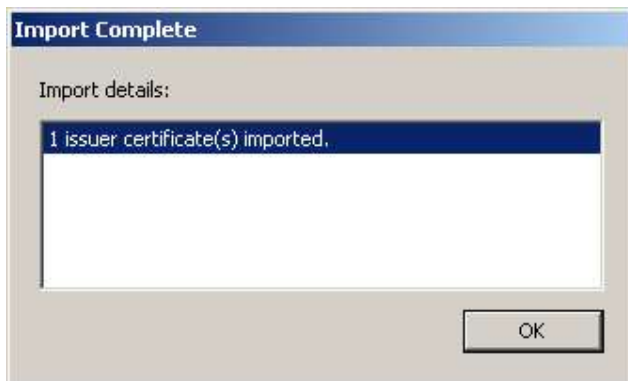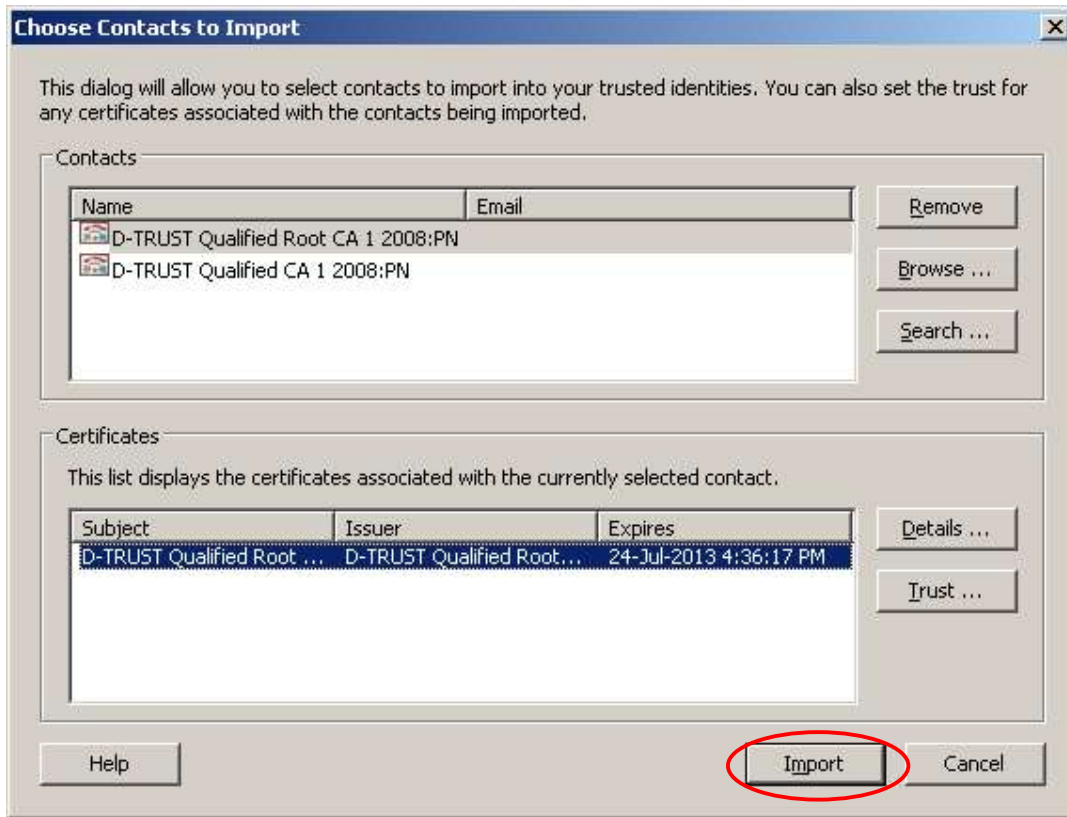
Select D-TRUST_Qualified_Root_CA_1_2008.cer and click on the "Open" button. Then repeat for D-TRUST_Qualified_CA_1_2008.cer.
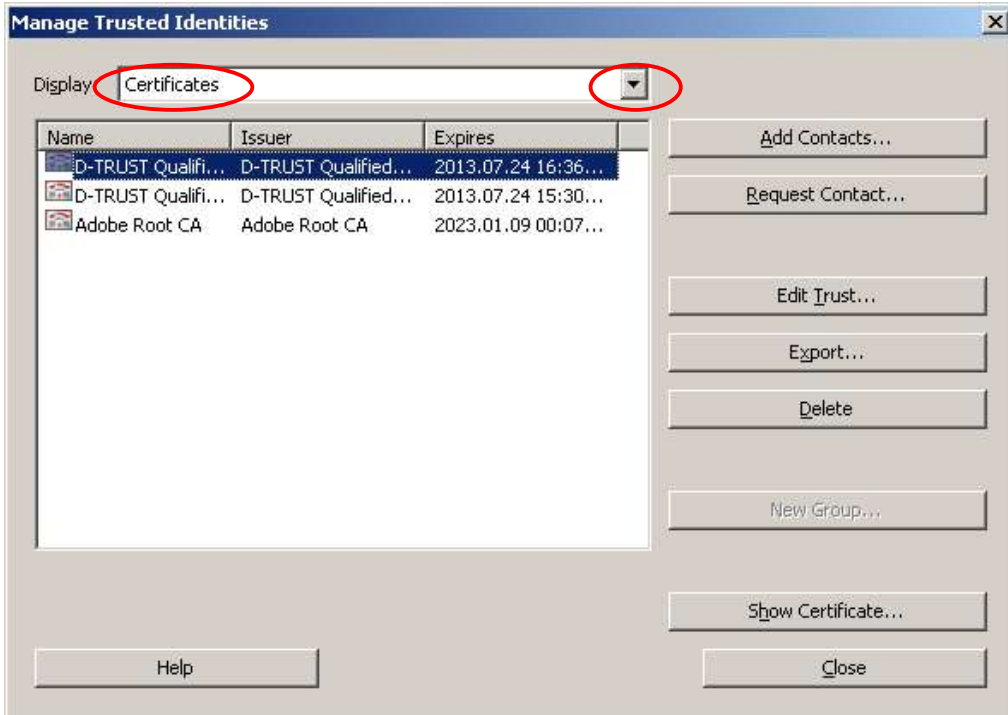There are now two Certificates in the Contacts box.

Select the entry in the Contacts pane and then click on the "Import" button

Repeat for the second of the certificate files saved to your local disk drive

Go to Document, then "Manage Trusted Identities" window pane, select the "Display" drop down menu near the top, and select "Certificates" from the drop down list

You will now see the two certificates you have imported. Select one of the certificate entries you've imported from the list and click on the "Edit Trust" button.
Select "Signatures and as a trusted root" and "Certified Documents"
Repeat for the other certificate you imported

Now that the certificates have been imported and trusted, you can validate the signature for the signed document by clicking on the signature icon down the left hand side of the document to reveal the signature. Right mouse click on the signature ("Signed by D-Trust SDS <NN>:PN") and select "Validate Signature" from the drop down list

Once validated, a green tick should appear against the signature and the text "Signature is valid:" should appear below the signature