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1. Getting Started

1.1. What is CASSLink?

CASSLink is IATA’s global 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 and standard output reporting. The report received by your office in London or Singapore is 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 Password.

1.2. Internet URL

The CASSLink website address (URL) is:

https://casslink.iata.org

1.3. IATA Customer Portal

All Airline Users of CASSLink must use the IATA Customer Portal. If the CASSLink user does use the above URL and have a Portal ID, the system will automatically direct the user to the Portal.

See Section 1.5 for more details.

1.4. User Profiles and creation

User Profiles are created in accordance with Airline wishes and requirements.
User Services are:

1. Add Input       ▪ Able to input billing files
2. View Input      ▪ Able to view loaded billing files only
3. Airline Output  ▪ Able to view and download PDF Invoice, HOT and XLS files, use AWB History look up and Airline Toolbox
4. View Correction ▪ Able to view any loaded correction (Online, CCA or DCM)
5. Add Correction  ▪ Able to create an Online Correction (but not approve)
6. Approve Correction ▪ For Online Corrections, able to Accept, Reject, Amend or flag a Correction Request as Airline Handled
7. Stock Airline   ▪ Able to access the Stock Management tools for AWB Serial number allocation to Agents

1.5. Login Page - Portal

When the above page is used, the User will be automatically moved to the Customer Portal for login and access to IATA and CASSLink services.
Favourite Services are listed and the required services selected. Selecting CASSLink Export takes the User to the CASSLink Home Page.
1.6. CASSLink Home Page

The CASSLink "Home" page contains information on the following:
- Which User/Username is logged in
- The CASSLink Country 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.

The Home page may differ from User to User or for different Operations, depending on the Service options assigned in the User Profile and the different Operations and Information Messages.
1.7. CASSLink Services Menu

Once you have successfully entered the CASSlink website using your Username and Password, there are six (6) 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:

- Input Services
- Output Services
- Correction Services
- Stock Management
- User Maintenance
- Airline Toolbox
2. Input Services

2.1. Input File

The Input File module is used by Airlines and Customer Service Centers to “Upload” Airline billing information into CASSLink.

The billing file is a .txt file containing:

- A Header record
- AWB records and correction documents (CCA & DCM)
- A Trailer Record

Details of the standard file structure may be found in the CASS Technical Specifications Handbook, which is available from IATA (www.iataonline.com)

See example of Airline billing file below.
2.1.1 Data File Header Record

The correct format for the file Header Record is:

ALS = Record ID - ALS
CC = ISO Country Code (AU, JP, SQ, NZ, TH etc)
99 = Airline numeric code.
170916 = Period Start date (YYMMD)
1170930 = End of Period date (YYMMD)
171005 = Date of Billing (YYMMD)
01 = File number (generally 01, but if more than one file is produced by the airline for a given period, this can be 02, 03, 04 etc. up to 99.

A load error may occur when the Header is not complete or incorrect.

2.1.2 Data File Name

There is no correct name convention for the Input Data File. One suggested file name format is:
EYYC AIR.PPN

Eg. E20AU998.021

Where:

E = Export
YY = year (20)
CC = Country code (AU, NZ, FJ, SQ, JP etc)
AIR = Airline numeric code
PP = Billing Period number (01, 02,…,24)
NN = number of file, usually corresponding to the “File number” in the Header Record (above)

By using this or a similar file name to store and manage files, the relevant Year, Billing Period and country are easily recognized. The need to easily identify country and Period information is especially relevant where Airlines or GSA’s load files for multiple Airlines or CASSLink operations from a single central point.

2.2. Input
With conversion to the global CASSLink system, Airlines are encouraged to “Upload” their own billing file or files into the CASSLink system for processing each billing period. Further, Airlines with access to multiply CASSLink “Countries” can load their billing files as one single combined ZIP file input.

CASSLink will check the validity of the input file to ensure that the format complies with the requirements defined in the CASS Technical Specifications Handbook, as well as checking for duplicates and other data errors.

Options:
The default setting for File Upload is to perform “Automatic Load when no errors”. By ticking this box, when there are no errors (Rejected items), the file will be automatically loaded.

If there are errors found in the file, the file load will proceed only to a Validated status. This then allows the User to interrogate the Rejected items and where necessary, fix the errors before proceeding to complete the Loading process.

When the Automatic Load when no errors box is un-ticked, the file will only be loaded to Validated Status.

Note – Warning messages are not “errors” and will not stop the Loading process.

Always examine the resulting Validation Report issued by the system as part of the File Upload process.

The Validation Report can be viewed in the Input History page or by viewing a copy of the Report, sent by email to the user’s email address. (If you do not receive the Validation Report email, contact your Customer Service Center and verify that CASSLink contains the correct email address in the User profile.)

The Validation Report provides details of the file that has been validated, specifically detailing any errors, thus giving the user the option to “reject” the file upload, correct any errors and re-load the file.

**AUTOMATIC LOADING** – performed when the box is ticked and there are no errors/rejected items found in the file.

**VALIDATE ONLY** – performed when the “Automatic Load when no errors” box is un-ticked when loading the file.

**BROWSE** – Allows user to search for the file to be “Loaded” on the computer hard drive.

**UPLOAD** – After selecting the file for loading (Browse) Click on Upload to load the file into CASSLink.

### 2.3. Input history

The listing in Input History identifies:
- the Billing period (by Period end-date)
- the number of Records
- number of Errors
- number of records with Warning
- status of the file upload
- More Info (File details)
- Validation Report (ViewPDF)
- Download (copy of file loaded into CASSLink)
The search features on the Input History page allow for Users to:

- Specify the Airline information required, especially for Users that load files for more than one Airline, such as GSA’s.
- Refine the Date range of the search

Note: The date displayed in the search results is that date entered in the Header Record of the input file. Therefore, if the period “End Date” is not entered correctly, the date range search may not list the required file. This does not mean that the billable documents will not be processed in the intended billing period as CASSLink uses the document “execution date” as the date for billing the document, but that the file details will not be viewed with other files loaded for the same billing period.

- Airline Numeric Code optional search for GSA’s loading files for more than one Airline.
- Change date range to refine the date range to be searched and click on Search button.
- View the file validation details by clicking on “View PDF”. This will open a PDF report that will detail any errors and what has been accepted, rejected or accepted with a “Warning”.
- If File is OK to be Loaded, tick the Load/Reject box then Click on the Load button.
- If the file contains errors that can be corrected, tick the Load/Reject box and click the Reject button.
2.4. Loading Files

The following steps are the procedure for loading files into CASSLink for processing. The loading of files MUST be completed before the CASS Reports Production Date (as per the CASS Reporting Timetable).

Failure to complete the File Upload before this date may result in the file not being captured for processing in the required Billing Period.

2.4.1 Steps for Loading Files

Prepare the file to be uploaded. This must be loaded before the cut-off date for EDI Data Upload as shown in your CASS Reporting Timetable. Save the file for Upload.

- Log into CASSLink
- Select Input Services, then Input
- Select “Browse” and search for the saved file (prepared in step 1 above) for the particular Billing Period.
- Select or un-tick the “Automatic Load when no errors” as desired to either Load automatically or load to Validated Status.
- Select “Upload”. A message should appear at the end of the load sequence indicating “File Upload Successful – Please check the Validation report”.
- If the file is loaded successfully, select Input Services, then Input History
- All files entered into CASSLink in the date range selected for your Airline will be listed.
- If there are no errors found, the file may have been automatically loaded (if this is the option selected).
- If there are errors or the option selected was to Upload to Validated Status only, select View PDF to look at the Validation Report. All errors will be listed, as well as totals on the bottom of the report. If the file contains errors that can be corrected, the User can either “Load” the file with the errors, or “Reject” the file so that the errors can be corrected and re-load the file (back to step 3).
- To either “Load” or “Reject” the file, select the “tick-box” under “Load/Reject” and either select the “Load” or “Reject” boxes at the bottom of the file list.

2.5. Load Status

When uploading files to CASSLink, a list will be available including the status of the “Upload”. The following status will be displayed:

- Receiving - Received
- Validating - Validated
- Loading - Loaded
- Rejected

When the file has been successfully loaded, more information is available including the Validation Report in .PDF format. This Validation Report is also emailed to the uploading User (the email address used is recorded in the User Profile. If the Validation Report is not received, contact your Customer Service Center and verify/update your User email address).

If, after loading a file, the Status does not change from Receiving, Validating or Loading to Received, Validated or Loaded after an acceptable period of time, contact your Customer Service Center. At certain times, congestion in the CASSLink system may result in delays in completing the file Upload.
2.6. Accepting or Rejecting Files

When the Input File has been uploaded if the “Validate Only” box has been “ticked”, the file can be loaded or rejected. The file load will be displayed on the Input History screen as below.

Errors – Records that have errors and have been rejected

Warning – Records that have been accepted, but may contain contrary data e.g. be for “future period”, or “High Amount Found”

The Input History screen displays:

- Airline code
- Period end-date
- Records
- Errors
- Warnings
- Status
- Load/Reject “tick” box
- More Info
- View PDF (Validation pdf report)
- Input File (download)
 Errors may occur when loading files. These include:

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Possible reason or correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>“One of the files submitted is already uploaded”.</td>
<td>This may be because the file already being loaded, or the new file has the same file number in the Header Record. Open the file in Notepad to check the file number.</td>
</tr>
<tr>
<td>File not found or one of the submitted files is of incorrect input format</td>
<td>Open the file in Microsoft Notepad (or similar) and examine the file for any unusual characters. In particular check the Header Record and ensure that the dates and file number are numeric characters only, especially that there are “0’s” (zero’s), not “o’s” (alpha). Also ensure that the Header Record is on the first line of the file and the first line is not blank.</td>
</tr>
<tr>
<td>“The header contained dates that were incorrect”</td>
<td>Check the Header Record to ensure dates are correct.</td>
</tr>
<tr>
<td>No apparent reason can be found for the load failure.</td>
<td>Retry the upload</td>
</tr>
<tr>
<td>“BillingDate: O6-04-20 is not numeric.”</td>
<td>There is an &quot;O&quot; (Oscar) instead of a “0” (zero) in the date field of the Header.</td>
</tr>
</tbody>
</table>
### 2.8. Sample Validation Error Report

<table>
<thead>
<tr>
<th>DOCUMENT CODE</th>
<th>ORIGIN</th>
<th>TRANSMITTER</th>
<th>FILE DEVICE</th>
<th>FILENAME</th>
<th>REPORTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>AOM</td>
<td>003399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOM</td>
<td>021399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOM</td>
<td>021399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOM</td>
<td>021399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOM</td>
<td>021399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOM</td>
<td>021399999999</td>
<td>CCA/DM/DM</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DOM-AIRPORTS**

<table>
<thead>
<tr>
<th>AIRPORT CODE</th>
<th>AIRPORT NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEL</td>
<td>340 AIRPORT IN ADJACENT COUNTRY IS NOT CODED FOR AGENT</td>
</tr>
<tr>
<td>AOM</td>
<td>342 AIRPORTS MAY NOT BE BOTH DOMESTIC</td>
</tr>
</tbody>
</table>

**DOCUMENT TOTALS AND HASH CONTROL:**

- **NUMBER OF DOCUMENTS:** 947
- **VERIFICATED:** 947 WITH ERRORS AND 947 WITH ERRORS AND 144 WITH ERRORS AND 144 WITH ERRORS AND 344 WITHOUT ERRORS
2.8.1 Index of Sample Validation Error Report

1. Country Code and Airline identification (numeric code)
2. File number (relevant if there are more than one file for the Airline)
3. Billing period end-date
4. Document details – record type, AWB serial number, Agent code
5. Error details – Type of error and explanation
6. Error status – Rejected, Warning
7. Record count – number Validated (documents on the file), number found with Errors, number found with Warnings, number found without Remarks (no errors or warnings)

2.9. File Load Validation Errors

<table>
<thead>
<tr>
<th>Error</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight Charge must be filled</td>
<td>CASSLink will not accept a “Revenue” AWB, CCA or DCM record without a weight charge ($)</td>
</tr>
<tr>
<td>Gross Weight may not be zero</td>
<td>CASSLink will not accept a “Revenue” AWB, CCA or DCM record without a value in the weight area</td>
</tr>
<tr>
<td>Modulus 7 check failed on Agent Code</td>
<td>Check the agent code</td>
</tr>
<tr>
<td>Modulus 7 check failed on AWB NR</td>
<td>Check the AWB serial number</td>
</tr>
<tr>
<td>Airports may not be both domestic</td>
<td>CASSLink will not accept a “domestic” AWB.</td>
</tr>
<tr>
<td>Airport in adjacent country is not coded for Agent</td>
<td>Departure code is an Airport in another country, or incorrect</td>
</tr>
<tr>
<td>Currency not found</td>
<td>Incorrect currency code has been entered</td>
</tr>
<tr>
<td>Agent-code not found</td>
<td>Agent code is not in CASS</td>
</tr>
<tr>
<td>Agent office does not participate in CASS anymore</td>
<td>Agent is no longer a valid CASS agent or location ie. “Stopped” or “Deleted”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Warning</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Warning high amount found”</td>
<td>AWB value appears too high to system and should be investigated</td>
</tr>
<tr>
<td>“Warning AWB record issued for future period”</td>
<td>AWB has been accepted but will be billed in the future billing period that relates to the Execution Date on the AWB</td>
</tr>
</tbody>
</table>

2.10. File Validation in TEST system

Airlines joining CASS can now test files in the Test system – [https://casslink-test.iata.org](https://casslink-test.iata.org)

IATA will issue usernames to AirlineAdmin users for the purpose of testing the input file and reviewing the output reports.
2.10.1 Log into CASSLink test Environment
See section 1 on how to log into CASSLink. Please note that the website is of the test environment is https://casslink-test.iata.org

2.10.2 Download list of active agents in CASSLink test
Please download a list of all active agents from the test environment.

2.10.3 Upload CASS test file to CASSLink
Please see section 2.1 to upload a test file to CASSLink. Please note that transactions should refer to active agents’ codes that were downloaded in the previous step.

*Important information:* The billing test file must refer to the first billing period of a remittance period. If a test file is uploaded for the second period of a remittance period and the billing outputs have not been processed for the first period, the processing will not work. In operations where this is applicable (e.g. UK) the period 2020-01-02 cannot be processed unless 2020-01-01 has been processed before. If it is necessary to process a file for the second period of a remittance period without having processed the first period, the dates in the file header should be adjusted to the first period of the following remittance period (2020-01-02 [20200116-20200131] should become 2020-02-01 [20200201-20200215]).
2.10.4 Check Validation Error Report
Please check the validation error report according to section 2.4 ff.

2.10.5 Initiate test processing
When the file has been successfully loaded and the validation error report is accepted, test processing can be started. Please navigate to Input Services – Test Processing:

In the “Action” column The word “Process” will be seen that corresponds to the File (dates in the Input file Header) Period and Airline.

Click “Process”. Note, the “Process” option is only visible once a file has been loaded.

2.10.6 Validate test output
When the Processing is completed (time taken depends on the size of the file loaded), go to Output Services – section 3, and review the output reports.

When the output is as expected, notify IATA who will finalise the joining process.

3. Output Services
Output Services contains two (3) sub-menu’s for Airlines – Output Airlines, AWB History and Dashboard.
3.1. Output Airlines

The Output Airlines screen contains the following information:
CASS Operation

Select the country required. Only used where the Airline is linked to operations in other CASS/CASSLink countries.

Choose Airline

Will list your Airline name. Where the Airline handled by a GSA and is linked to more than one Airline, use the drop-down arrow to view another Airline.

Billing RemPeriod

The Billing Period represented as YYYYPP. Each CASS operation has twenty-four Billing/Remittance Periods each calendar year. Check your CASS Reporting Timetable to see the corresponding dates for the Period.

Period Nr

The number of the Period processed. Check your CASS Reporting Timetable to see the corresponding dates for the Period.

Period Total – Currency

The total amount billed for the Period in the local 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. Airlines will need Adobe Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: [http://www.adobe.com](http://www.adobe.com)
- **View HOT** = Airline HOT (Hand-off-Tape) in a text format. Winzip is required to open these reports.
- **View XLS** = Airline Spreadsheet Report (Microsoft Excel format).
All Airline output reports produced are available in Output Airlines.

Storage of CASSLink Reports for CASS Billing Periods is for a period of ten years availability (online and external archive) to meet taxation requirements in many countries.

In View Details, Airlines can view the “Preliminary” or projected amount being invoiced to Agents, before the CASSLink reports are produced. Details can be viewed after an Airline has “uploaded” their billing data, but only after the daily 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 Cargo Manager, Customer Service Centre or published 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 4 – Correction Services) from the Airline/s should a billing error be found. This could ensure that any billing errors could be found and corrected before report production is completed.

3.2. Output Reports

Airline Output Reporting may be received in three (3) formats:

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

3.2.1 PDF Report

The PDF Report is the standard output report to all Airlines.

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

The PDF document contains three (3) reports.

- The Cargo Sales Invoice/Adjustment report shows all Air Waybills and correction documents (CCA or DCM) billed to each Agent location. Each Agent location is reported separately and in numeric order.
- The Export Billing Statement provides a summary of amounts owed to or from all Agents 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.
The Billing Statement is grouped in processing period order and will match the Output Services screen

- The **Auto-Approved corrections** report provides a summary of any corrections auto-approved by CASSLink in the Correction Period. (This report not produced in a Billing Period)

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.
3.2.1.1 Additional Text on Airline Invoice

For CASS Operations that have been migrated to the New format reporting, there is the facility for Airlines to request to have a message on their invoice (as opposed to the generic message entered in Process Text that appears on every Invoice or Billing Statement).

The Service Centre or Cargo Manager may enter a message requested by an Airline. Messages could be advising new destinations, change of address, new contact details, new services etc.

3.2.2 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.

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:

The Regional Customer Service can assist with the interpretation of the data fields in this file. In addition, the CASS Technical Specifications Handbook may be downloaded from IATA website (www.iata.org, then search for CASS Technical Specifications Handbook) 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.
3.2.3 XLS File

In addition to the PDF and HOT files, a spreadsheet "xls" (Microsoft Excel format) report is also available to Airlines that require this report. Please consult your Customer Service Center to activate this report.

The .xls report contains Billing and Invoice summaries for the requested location. The xls report output may vary in different countries. This report is not emailed to subscribers and therefore must be downloaded directly from CASSLink each Period or as required.
3.3. AWB History

The billing history of any Air Waybill processed or to be 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 Agent
- 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 effected to different Agents

Where a Correction has been processed, either CCA, DCM or online, 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 (without Taxes)
Note - Tax amounts are not displayed.

3.3.1 Other Charges

Other Charges when input by the Airline can be viewed in AWB History

3.4. Dashboard
The Dashboard provides the User with a one-page view of all the Operations they have access to. The Dashboard displays:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASS</td>
<td>The CASS Operation</td>
</tr>
<tr>
<td>Rem Period</td>
<td>The current Remittance Period</td>
</tr>
<tr>
<td>Bill Period</td>
<td>The Billing Period (1, 2, 3)</td>
</tr>
<tr>
<td>Type</td>
<td>B (Billing Period) or C (Correction Period)</td>
</tr>
<tr>
<td>Settlement Date</td>
<td>As per the CASS dates</td>
</tr>
<tr>
<td>Settlement Value</td>
<td>Value of documents loaded for the current Period</td>
</tr>
<tr>
<td>Prev Rem Period</td>
<td>The last Remittance Period processed</td>
</tr>
<tr>
<td>Prev Period Settlement</td>
<td>Date of either the next Settlement date or the one immediately past. This will depend on the cycle dates</td>
</tr>
<tr>
<td>Prev Period Settlement Value</td>
<td>The value either Settled or about to be Settled for the CASS</td>
</tr>
</tbody>
</table>

Like other CASSLink screens, any column with an underline may be sorted – A-Z or Z-A.
3.5. View Airline Documents

Allows Airline Users to view documents loaded by IATA. These could include:

- User Manuals
- Settlement Reports
- Reporting Timetables
- Bulletins
- Forms
- Information circulars
4. Correction Services

4.1. Add Correction

In CASSLink there is the facility for both Airlines and Agents to “Add” an Online Correction for an AWB.

Procedure:
- Go to Menu - Correction Services
- Select Add Correction
- Select the 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), provided the Online Correction is being entered within the CASS Storage Period. The Storage Period differs from country to country and can be as little as six (6) months to five (5) years (60 months).

Contact your local Cargo Manager of Customer Service area to find out more about the Storage Period in your CASS.

Note that the Original/Incorrect amounts from the last billing data processed are always shown as a Reversal of the Original billing to the Agent.
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 4.1.1 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.

4.1.1 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.
4.2. Other Charges View and Correction

The other Charges when entered can be viewed and entered as part of the correction request.

Where the Airline has entered records showing Other Charges, the original charges will be displayed as Original charges.
The corrected/Revised charges can then be entered. When charges entry is completed, click Calculate to view the total that should equal the value on the Correction Form.

When all data has been entered in the Correction Form and Other Charges, select “Save”.
Where an Agent has submitted the online correction, the correction must be Accepted, Rejected, Amended or Airline Handled by the Airline on which the Correction has been requested. Agents cannot “Accept” their own correction. Only the 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.

Additionally, Airlines have the option to limit the number of their Users that can Accept (Approve) a correction. Corrections entered by a User that is not authorized to “Approve Corrections” will move to “Pending” in the same manner as a correction entered by an Agent. These must then Accepted by an authorized User.

Contact your Customer Service Centre via the customer portal or your airline CASSLink Administrator to check or amend the status for your Airline Users.
The Reason for Correction field identifies the UserID of the User requesting the correction.

Similarly, the Airline User that Accepts or Rejects a Correction will be identified in the Reason for Rejection field. To find out the Username associated with the UserID number, please contact your Customer Service Centre or local Cargo Manager.
**Accepted by: 1** - identifies a correction that has been Auto Approved by the system (1 is the system UserID)

**Note:** any correction entered by an Airline will automatically be approved, provided the User entering the Correction is authorised to Approve Corrections. The Correction will then be processed in the next processing cycle, either in a Billing Period or Correction Period.
4.3. Add Supporting Document

After Saving the Correction Requests, a supporting document may be attached to the Correction by Agents or Airlines.

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.

### Correction Form

**Documents**

<table>
<thead>
<tr>
<th>Status</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>01</td>
</tr>
</tbody>
</table>

**Air Waybill**

- **Weight**
  - **Weight Unit**: lbs.
  - **Found**: 93 lbs.

**Charges**

<table>
<thead>
<tr>
<th>Currency</th>
<th>Revised/Correct</th>
<th>Original/Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>INR</td>
<td>Prepd Collect</td>
<td>Prepd Collect</td>
</tr>
<tr>
<td></td>
<td>122400.00</td>
<td>122500.00</td>
</tr>
<tr>
<td></td>
<td>90.00</td>
<td>90.00</td>
</tr>
<tr>
<td></td>
<td>11910.00</td>
<td>115144.50</td>
</tr>
<tr>
<td></td>
<td>1155967.50</td>
<td>1155967.50</td>
</tr>
<tr>
<td></td>
<td>340.00</td>
<td>948.00</td>
</tr>
<tr>
<td></td>
<td>Requested by: 11492</td>
<td></td>
</tr>
</tbody>
</table>

**Reason for Correction**: Wrong rate and weight. See attached document.

**Reason for rejection**: Requested by: 11492

---

Only PDF or JPG files are accepted.

<table>
<thead>
<tr>
<th>DocumentName</th>
<th>UserType</th>
<th>DocumentType</th>
<th>UploadDate</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correction test 1.pdf</td>
<td>IATA</td>
<td>INK</td>
<td>2013-12-02 15:57:42</td>
<td>OK</td>
</tr>
<tr>
<td>Correction test 2.pdf</td>
<td>IATA</td>
<td>INK</td>
<td>2013-12-02 15:57:29</td>
<td>OK</td>
</tr>
</tbody>
</table>
4.4. View Corrections

To view all Corrections entered, or to 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 to elect to display only “show 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 the correction request, but it will be handled via a CASS billing file (usually CCA or DCM).

Additional Information:

- **Entry** – This is the date the Correction request was entered by the Agent. Remember that corrections entered by Airlines are automatically approved when entered by an Approve Correction authorized User.
- **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 in CASSLink where a column heading is underlined.

### 4.4.1 Acceptance

When a Correction is accepted by the Airline, the billing document will be automatically scheduled to processed 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.

### 4.4.2 Rejection

Where the Airline has Rejected the agent’s request for a correction the Airline MUST enter a reason for rejecting the Correction.
4.4.3 Amend

Where a Correction request has been entered and the Airline agrees that an adjustment is due but disagree with the amount requested, the Airline user may choose to “Amend” the correction.

Amend is a two-part process:
1. The original Correction request as entered by the Agent (or non-authorised Airline user) is first Rejected. A Reason for Rejection must be entered.
2. A new Correction is then automatically opened, with the original details pre-populated in the Original/Incorrect fields. The Airline then enters the correct details and selects Save.

In View Corrections, the Correction will be seen as two entries – one Reject and one Accept

4.5. Auto-Approval of Corrections

Automatic Approval of corrections in CASSLink has been implemented as part of the changes and adoption of Resolution 801r and 801re in all CASS Operations.

Any Pending Corrections in CASSLink will be auto-approved by CASSLink under the following circumstances:
The Correction Request from the agent was entered on or before the Query Cut-Off Date (introduced into all CASS Reporting Calendars from 01 OCT 2009 in eligible CASS Countries)
The Airline does nothing to the Pending Correction request

An Airline can select Accept, Reject, Amend or Airline Handled a Pending correction at any time. When one of these options is selected by the Airline, a Correction request is considered “Actioned” and auto-approval will not be applied.

If a Correction request is entered after the Query Cut-Off date, the system will not auto-approve it for the current Correction Period. It will however be auto-approved in the following Correction Period if no action is taken by the Airline.

If after reviewing an auto-approved Correction, the Airline determines that the Correction request was incorrect, the Airline may process a reversal (correction) into CASSLink at any time, taking into account “Aging” rules and CASS protocols.

For Airline Handled, the file containing the CCA/DCM should be loaded so that corrections are processed in the Correction Period.

A report showing all auto-approved correction is provided to Airlines as part of the PDF reporting.
4.6. Correction Periods

A Correction Period is a processing Period run specifically to correct billing errors. A Correction Period cannot be used to process AWB’s that were not billed in the normal Billing Period. Only CCA’s, DCM’s or Online Corrections will be processed.

A Correction Period can be either a scheduled Period or an ad-hoc billing run whenever necessary to correct larger amounts. Only one Correction Period can be run per Billing Period.

A Correction Period MUST be run before the processing of the next Billing Period. In some cases, a Correction Period is scheduled to run on the same date as the next Billing Period. In these circumstances the Correction Period will always run before the Billing Period.

Only one (1) Correction Period may be run for each associated Remittance Period.

Important – When a Correction document is loaded subsequent to the Billing Period completion, the Correcting document will appear in CASSLink 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.

4.6.1 Correction Period Processing

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 CASSLink 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 CASSLink 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.

4.6.2 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).
4.7. Correction Report

The Correction Report allows Airlines to download a report of Online Corrections entered, by Status – Accepted, Rejected, Airline Handled, Auto-Approved, Pending or All, for specified entry dates.

The report is provided as a XLS spreadsheet.
4.7.1 Reporting of Reason Code

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

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Reason Name</th>
<th>Reason Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>VOID; Shipment Never Moved</td>
<td>General</td>
</tr>
<tr>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>Weight</td>
</tr>
<tr>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>Weight</td>
</tr>
</tbody>
</table>

These are provided in the existing Correction Reports.

Also see 4.7 for Correction Statistics reporting.

4.8. Correction Statistics

To be able to track and analyse the reasons for correction, a report has been added to the Correction module to provide statistics. These are available in a spreadsheet report downloadable by date range.
The Correction Statistics allows the airline to view statistics on the reasons for correction, based on the Reason Code entry. The report is produced after entry of a date Range for their airline as a spreadsheet.

<table>
<thead>
<tr>
<th>CASS Operation</th>
<th>Airline Prefix</th>
<th>Agent Code</th>
<th>Branch Location</th>
<th>Reason Code Type</th>
<th>Reason Code Number</th>
<th>Reason Code</th>
<th># Corrections</th>
</tr>
</thead>
<tbody>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>12</td>
<td>Incorrect Volume Weight</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>20</td>
<td>Incorrect Contract Rate</td>
<td>4</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>24</td>
<td>Contract Rate not Applied</td>
<td>6</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>25</td>
<td>Spot/Ad-hoc Rate not Applied</td>
<td>8</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>20</td>
<td>Incorrect Contract Rate</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>20</td>
<td>Incorrect Contract Rate</td>
<td>10</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>21</td>
<td>Incorrect Spot or Ad-hoc Rate</td>
<td>4</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>25</td>
<td>Spot/Ad-hoc Rate not Applied</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Other</td>
<td>99</td>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Due Carrier</td>
<td>34</td>
<td>Incorrect Other Charges Due Carrier</td>
<td>92</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Other</td>
<td>99</td>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Other</td>
<td>99</td>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Due Carrier</td>
<td>32</td>
<td>Incorrect Fuel Surcharge</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Due Carrier</td>
<td>34</td>
<td>Incorrect Other Charges Due Carrier</td>
<td>2</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Rate</td>
<td>20</td>
<td>Incorrect Contract Rate</td>
<td>4</td>
</tr>
<tr>
<td>AU</td>
<td>988</td>
<td>02399999</td>
<td>2222</td>
<td>Weight</td>
<td>11</td>
<td>Incorrect Chargeable Weight</td>
<td>2</td>
</tr>
</tbody>
</table>
5. Airline Commission Payment Options

Commission payments in CASS

Within CASS and in most CASS Operations, the payment of commission by Airlines to agents is optional. Where commission is paid by the airline, there are different options within CASSLink to manage these payments. In CASSLink:

5.1. CASS Standard Commission rate

In the set-up of each CASS Operation, there is a standard commission % rate. In most operations, this is 5%, but in some CASS it may be different (check with your local Service Center).

When the Airline indicates in the AWB input record that Commission is to be paid (CASS Technical Specifications for AWM record – Loc 168), where no other details are entered, the CASS Standard Commission rate is applied.

5.2. Airline Commission Rate

Within CASSLink, an Airline can indicate a Commission % rate that is different to the standard to be paid to all their agents eg. 0%, 4%, 6% etc. This can be changed by your IATA Customer Service Centre on request.

5.3. Agent / Airline Agreement

CASSLink also offers the facility to differentiate the Commission % rate paid to different agents. Example:

- Standard % rate = 5%
- Agent – A = 4%
- Agent – B = 6%

5.4. No Commission

Airline can indicate that Commission is not to be paid in CASS at all.

5.5. Airline Defined rate or amount per AWB

Further to the set options within CASSLink, there is also the facility for Airlines to dictate the rate or amount of commission paid, within the AWM billing record.

In the current edition of the CASS Technical Specifications:

- Field 26 – Commission Percentage (Loc 152-155) – Airline can stipulate the % commission rate to be paid
- Field 27 – Commission (Loc 156-167) – Airline can stipulate the amount of commission to be paid
- Field 28 – Commission indicator (Loc 168) – Indication that commission is to be paid (N, Y (Blank = Yes))
Note – As in most input, where the airline indicates an amount or % in the input record, this is used for billing and overrides the system calculation.

The options 5.1 to 5.4 above must be set in the CASSLink Master Files by IATA. Please contact IATA Customer Service for these options to be applied in the system.
6. User Maintenance

6.1. Single Sign-on portal

When a UserID is created in CASSLink, two emails are automatically sent to the User’s email address. These emails provide:

- Advice of Portal access, with link to the portal
- Temporary password

On initial log-in to the Portal, the new user is asked to change their password and to complete and verify user contact details. When completed the User has access to all IATA Services known under their email address. These are listed under “My Services”.


Where an Airline participates in multiple CASS Operations, Airline Users can have access to all operations from a single Username. For Example, Qantas in Sydney can view CASSLink operations and reports for its operations in NZ, AU, JP, GB, DE etc.

Global access depends on which entity is the CASS Participant.

- Where the Airline is the participant in the CASS, access will be granted automatically.
- Where the Airline is a participant in the CASS via a GSA and the GSA paid a joining fee they become the CASS participant. The carrier completes a form authorizing IATA to accept its documents submitted by the GSA for billing. In this case CASS would need instruction from the GSA regarding who gets copies of outputs and where settlement payments should be made.
- If the carrier joins CASS but their appointed GSA is the party submitting the data on their behalf, the carrier is the CASS participant and access to CASSLink will be granted to both parties.

For access to CASSLink countries other than the Head Office, contact your Customer Service Centre or Cargo Manager.
There is no limit to the number of Users an Airline may have in CASSLink (within reason). Further, because of menu options, it is recommended that individuals have their own Username, rather than sharing with another person.

7. Airline Toolbox

Reports are now available to Airline Users via the Airline Toolbox. The reports available are:

- Agent List
- Settlement Analysis
- ROE Report (where Exchange Rates are used in the CASS only)
7.1. Agent List

The Agent List options allow the User to receive an xls spreadsheet report of Agents in the CASS Operation that contains “Active Only” or, if the Active Only box is un-ticked, all agents, active and non-active.

This xls report will be emailed to the User’s email address in a zip folder.

The Agent List details include:

- CASS Country
- Agent code
- CASS Code
- Name
- Address details
- Telephone number
- VAT number
- Start Date
- End Date
- Default Date
- Short Name
- Email address
- Office Type (HQ or BR)
- Agent Type – (A = CASS Associate, I = Intermediary/Accredited Agent, S = Shipper)
7.2. Settlement Analysis Reports

The Settlement Analysis reports offer a graphical view of data already provided in the Volume Notification reports included in the standard PDF reports.

The two reports available are:

- Settled
- Transactions

These can be downloaded as either PDF or xls for the Period.

The Period is the "end Period", with the reports comparing this Period with previous Periods.
7.3. 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.

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.
8. Stock Management

For all information regarding CASSLink Stock Management, please refer to the CASSLink Stock Management Manual for Customer Service Centers and Airlines.

8.1. Stock Management Fact Sheet

8.1.1.1 CASSLink 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 of your AWBs have been billed?

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

Introduction

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

The 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.

**CASSLink 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 eg. Audit ...etc

System Benefits

For Airlines

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

For Freight Forwarders

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

Roles and Responsibilities

• CASS Operations activate Airlines and Freight Forwarders on the Stock Management module
• Freight Forwarders and Airlines nominate contact email addresses for stock allocation notifications (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 your local Cargo Manager to activate you in CASSLink

Activation takes minutes, so you can start enjoying the benefits immediately
Freight Forwarders

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

For more information go to:  https://www.iata.org/en/services/finance/casslink/

CASSLink

“Simplifying the business of Air Cargo”

9. SFTP

Airlines can subscribe to the SFTP service to:

- Upload billing files to CASSLink
- Download output files – PDF, HOT and XLS files

For more information, contact IATA Customer Support.
## Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>IATA Accredited Cargo Agent (Freight Forwarder)</td>
</tr>
<tr>
<td>AWB</td>
<td>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).</td>
</tr>
<tr>
<td>Billing Period</td>
<td>The Period for which AWB documents are being processed in CASS. There may be one or two Billing Periods for a single Remittance Period</td>
</tr>
<tr>
<td>CASS</td>
<td>Cargo Accounts Settlement System</td>
</tr>
<tr>
<td>CASS Associate</td>
<td>Freight Forwarder sponsored by a CASS Airline to join the CASS program</td>
</tr>
<tr>
<td>CASSLink</td>
<td>Global processing system used by IATA for processing Airline billing documents.</td>
</tr>
<tr>
<td>CCA</td>
<td>Charges Correction Advice - the document used for the notification of changes to the transportation charges and/or other charges and/or the method of payment.</td>
</tr>
<tr>
<td>Charges Collect</td>
<td>Equivalent to the term ‘freight collect’ or ‘charges forward’, means the charges entered on the Air Waybill for collection from the consignee.</td>
</tr>
<tr>
<td>Correction document</td>
<td>See CCA or DCM</td>
</tr>
<tr>
<td>Correction Period</td>
<td>An additional processing Period used to correct documents in a previous Billing Period. Only Correction documents (CCA, DCM or Online Correction) are processed in a Correction Period</td>
</tr>
<tr>
<td>DCM</td>
<td>Debit Credit Memo – Correction document used to amend Net/Net sales</td>
</tr>
<tr>
<td>Remittance</td>
<td>Payment by Agents to CASS for payment of CASS Billing of AWB’s, CCA’s &amp; DCM’s</td>
</tr>
<tr>
<td>Reporting Timetable</td>
<td>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.</td>
</tr>
<tr>
<td>SCU</td>
<td>Standard Charging Unit i.e. AWB or correction document processed in CASS</td>
</tr>
<tr>
<td>Settlement</td>
<td>Payment to Airlines by CASS</td>
</tr>
<tr>
<td>SFTP</td>
<td>Secure File Transfer Protocol</td>
</tr>
<tr>
<td>Upload</td>
<td>The process used by Airlines to enter electronic billing files into CASSLink each Billing Period</td>
</tr>
<tr>
<td>Username</td>
<td>Log-in identification to access CASSLink</td>
</tr>
</tbody>
</table>
Appendix A – AWB Data Capture Software

CASS AWB Data Capture Software

For Airlines and GSA's that do not have an accounting system that is able to produce CASSLink billing files, CASS has produced an AWB Data Capture programme that will enable the capture and creation of billing data for upload into CASSLink.

This software is free.

There is now a new "Windows" version of the CASS AWB Data Capture software. This replaces the DOS Data Capture system.

Contact your Cargo Manager for more details or to get a free copy of the software and the User Manual.

Appendix B – Frequently Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the CASSLink website address?</td>
<td><a href="https://casslinkiata.org">https://casslinkiata.org</a>. Don't forget the https, as this is a Link to a secure website.</td>
</tr>
<tr>
<td>I don't have access to CASSLink?</td>
<td>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 CASSLink.</td>
</tr>
<tr>
<td>I have forgotten my password; can you tell me what it is?</td>
<td>CASS staff cannot see what your password is. They can reset and create a new password for you but cannot see the current one.</td>
</tr>
<tr>
<td>I didn’t get my report. Can you resend them to me?</td>
<td>No. All Agents and Airlines have access to CASSLink and can login at any time and retrieve any reports at any time.</td>
</tr>
<tr>
<td>I have many branches/locations. Can I see their output using a single login?</td>
<td>CASS can Link a single Username login to all your CASS locations. Contact your Customer Service Center to enable these Links.</td>
</tr>
<tr>
<td>We have offices in other countries. Can I access their output from my Username login?</td>
<td>Yes. One of the features of CASSLink 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 Links.</td>
</tr>
<tr>
<td>What reports are available?</td>
<td>CASSLink 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).</td>
</tr>
<tr>
<td>We have been billed the wrong amount for an AWB. Please process a credit?</td>
<td>CASS cannot process a credit. Only the Airline can process a credit refund to you. Alternatively, go to Correction Services and request a credit online. The</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I want to receive one single report for all my Agency locations, not a report for each individual location. Can I get this?</td>
<td>Yes. The Local Customer Service Center can arrange for your reports to be “consolidated” into a single report.</td>
</tr>
<tr>
<td>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?</td>
<td>Yes, as above, your Local Customer Service Center can “consolidate” your reports and your Remittance payment to a single payment amount.</td>
</tr>
<tr>
<td>I have done a search in AWB History does not display anything. Why?</td>
<td>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.</td>
</tr>
<tr>
<td>How do I find out if a credit for an AWB has been processed by the Airline?</td>
<td>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.”</td>
</tr>
<tr>
<td>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?</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 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, 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 C – 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 CASSLink invoices be digitally signed. The following instructions allow invoice recipients to verify the signatures embedded in the CASSLink 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)
D-TRUST-Roots

Here you can download all the root certificates made available by D-TRUST for installation in your applications (browser, mail clients, ...). Click the description of the root certificates in the tables below. As a user of an HR-start kit, you need the root certificate with the name "D-TRUST Qualified C2 ChamberSign.DE" or "ChamberSign Qualified CA 1 2009 PrF" also known as "ChamberSign Qualified CA 2 2009 PrF".

These certificates must be installed in order to enable checking of electronic signatures which were generated using a D-TRUST certificate. An import is also necessary (via Outlook 2007 and newer), Outlook Express and Netscape Messenger main clients are to be used.

Support installation of root certificates in ...
- Netscape Compressor / Messenger
- Internet Explorer, Outlook Express, Outlook 98/2000

You can check the fingerprints by telephone. You can reach us Monday to Friday from 8 am to 5 pm at +49 (0) 30 259391-0.

(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.
Choose Contacts to Import

This dialog will allow you to select contacts to import into your trusted identities. You can also set the trust for any certificates associated with the contacts being imported.

Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>D-TRUST Qualified Root CA 1 2008:PN</td>
<td></td>
</tr>
<tr>
<td>D-TRUST Qualified CA 1 2008:PN</td>
<td></td>
</tr>
</tbody>
</table>

Remove | Browse | Search

Certificates

This list displays the certificates associated with the currently selected contact.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Issuer</th>
<th>Expires</th>
</tr>
</thead>
</table>

Details | Trust

Help | Import | Cancel
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.
A certificate used to sign a document must be a trusted root or be issued by a trusted root in order for signature validation to succeed. Revocation checking is not performed or above a trusted root.

[Check box for] "Use this certificate as a trusted root?"
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.