



# CASSLink User Manual

## CASS Airlines



January 2021



# Contents

<b>1. Getting Started.....</b>	<b>5</b>
1.1. What is CASSLink? .....	5
1.2. Internet URL.....	5
1.3. IATA Customer Portal.....	5
1.4. User Profiles and creation .....	5
1.5. Login Page - Portal .....	6
1.6. CASSLink Home Page.....	8
1.7. CASSLink Services Menu .....	9
<b>2. Input Services.....</b>	<b>10</b>
2.1. Input File.....	10
2.1.1 Data File Header Record .....	11
2.1.2 Data File Name .....	11
2.2. Input.....	12
2.3. Input history.....	13
2.4. Loading Files .....	15
2.4.1 Steps for Loading Files .....	15
2.5. Load Status.....	15
2.6. Accepting or Rejecting Files.....	16
2.7. File Upload Errors.....	17
2.8. Sample Validation Error Report.....	18
2.8.1 Index of Sample Validation Error Report.....	19
2.9. File Load Validation Errors.....	19
2.10. File Validation in TEST system .....	19
2.10.1 Log into CASSLink test Environment.....	20
2.10.2 Download list of active agents in CASSLink test.....	20
2.10.3 Upload CASS test file to CASSLink.....	20
2.10.4 Check Validation Error Report .....	21
2.10.5 Initiate test processing .....	21
2.10.6 Validate test output.....	21
<b>3. Output Services .....</b>	<b>21</b>
3.1. Output Airlines.....	22
3.2. Output Reports.....	24
3.2.1 PDF Report .....	24
3.2.2 HOT File.....	29
3.2.3 XLS File.....	31
3.3. AWB History .....	32
3.3.1 Other Charges.....	33
3.4. Dashboard.....	33



3.5. View Airline Documents.....	35
<b>4. Correction Services.....</b>	<b>36</b>
4.1. Add Correction.....	36
4.1.1 Reason Code .....	39
4.2. Other Charges View and Correction .....	40
4.3. Add Supporting Document .....	45
4.4. View Corrections .....	47
4.4.1 Acceptance .....	48
4.4.2 Rejection.....	48
4.4.3 Amend .....	49
4.5. Auto-Approval of Corrections .....	49
4.6. Correction Periods .....	51
4.6.1 Correction Period Processing .....	51
4.6.2 Correction Period Reports.....	51
4.7. Correction Report.....	52
4.7.1 Reporting of Reason Code.....	53
4.8. Correction Statistics.....	53
<b>5. Airline Commission Payment Options .....</b>	<b>55</b>
5.1. CASS Standard Commission rate .....	55
5.2. Airline Commission Rate .....	55
5.3. Agent / Airline Agreement .....	55
5.4. No Commission.....	55
5.5. Airline Defined rate or amount per AWB.....	55
<b>6. User Maintenance.....</b>	<b>57</b>
6.1. Single Sign-on portal .....	57
6.2. Multi-Country/Operation Access .....	57
<b>7. Airline Toolbox .....</b>	<b>58</b>
7.1. Agent List .....	59
7.2. Settlement Analysis Reports .....	60
7.3. ROE (Rate of Exchange) Report.....	61
<b>8. Stock Management .....</b>	<b>62</b>
8.1. Stock Management Fact Sheet.....	62
<b>9. SFTP.....</b>	<b>64</b>
<b>Glossary of Terms.....</b>	<b>65</b>
<b>Appendix A – AWB Data Capture Software .....</b>	<b>66</b>
<b>Appendix B – Frequently Asked Questions .....</b>	<b>66</b>
<b>Appendix C – Trust Certificates.....</b>	<b>68</b>
Loading Trust Certificates Into Your Adobe Viewer Application.....	68





# 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>

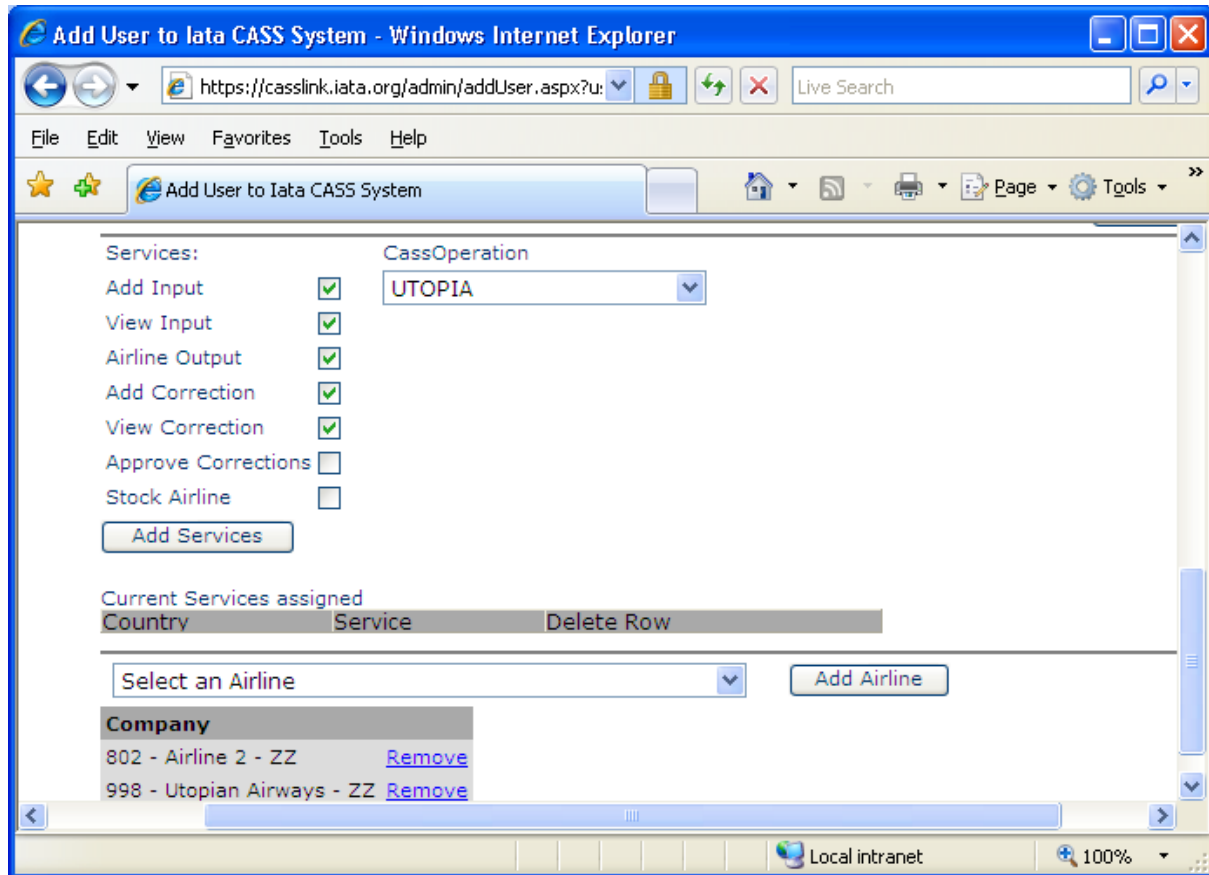
## 1.3. IATA Customer Portal

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.



**Add User to Iata CASS System - Windows Internet Explorer**

Address: <https://casslink.iata.org/admin/addUser.aspx?u:>

File Edit View Favorites Tools Help

Services:

Add Input	<input checked="" type="checkbox"/>	CassOperation UTOPIA
View Input	<input checked="" type="checkbox"/>	
Airline Output	<input checked="" type="checkbox"/>	
Add Correction	<input checked="" type="checkbox"/>	
View Correction	<input checked="" type="checkbox"/>	
Approve Corrections	<input type="checkbox"/>	
Stock Airline	<input type="checkbox"/>	

Current Services assigned

Country	Service	Delete Row
Select an Airline		
Company		
802 - Airline 2 - ZZ	<a href="#">Remove</a>	
998 - Utopian Airways - ZZ	<a href="#">Remove</a>	

Local intranet 100%


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.




**CUSTOMER  
PORTAL**

## Welcome to the IATA Customer Portal

Access and manage all your IATA services.  
Consult information about different products and  
get support about any subject. Here, for you.

**Access IATA services**  
Directly access more than 60 IATA  
services, specially selected for you.

**Stay up to date**  
Easily manage and update your IATA  
profile.




### Login




Email




Password [Forgot Password?](#)




### Favorite Services




[See All →](#)


  
CASSLink Export




  
CASSLink Import

  
Resource Center

  
CNS CASSLink

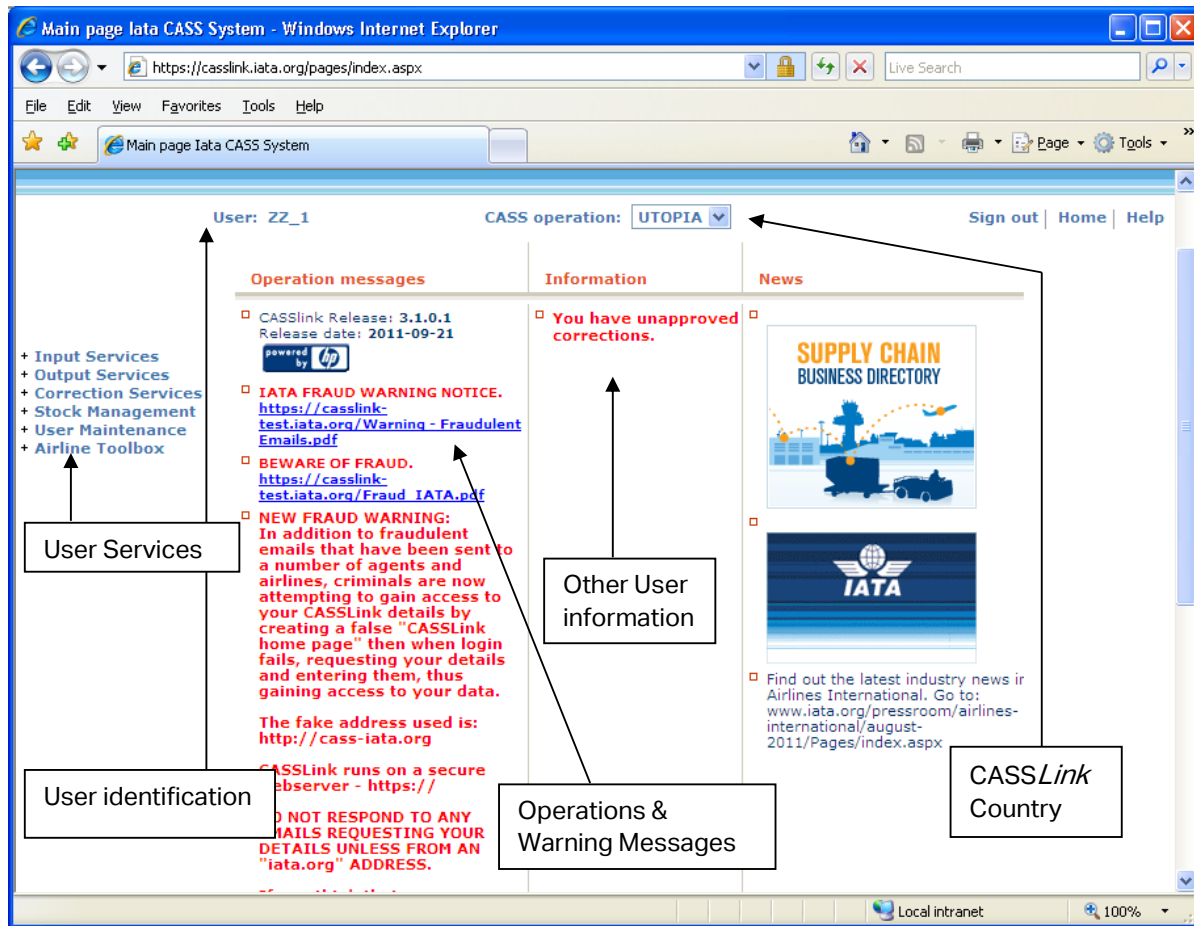
  
Payment Link

  
Request  
Access



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.



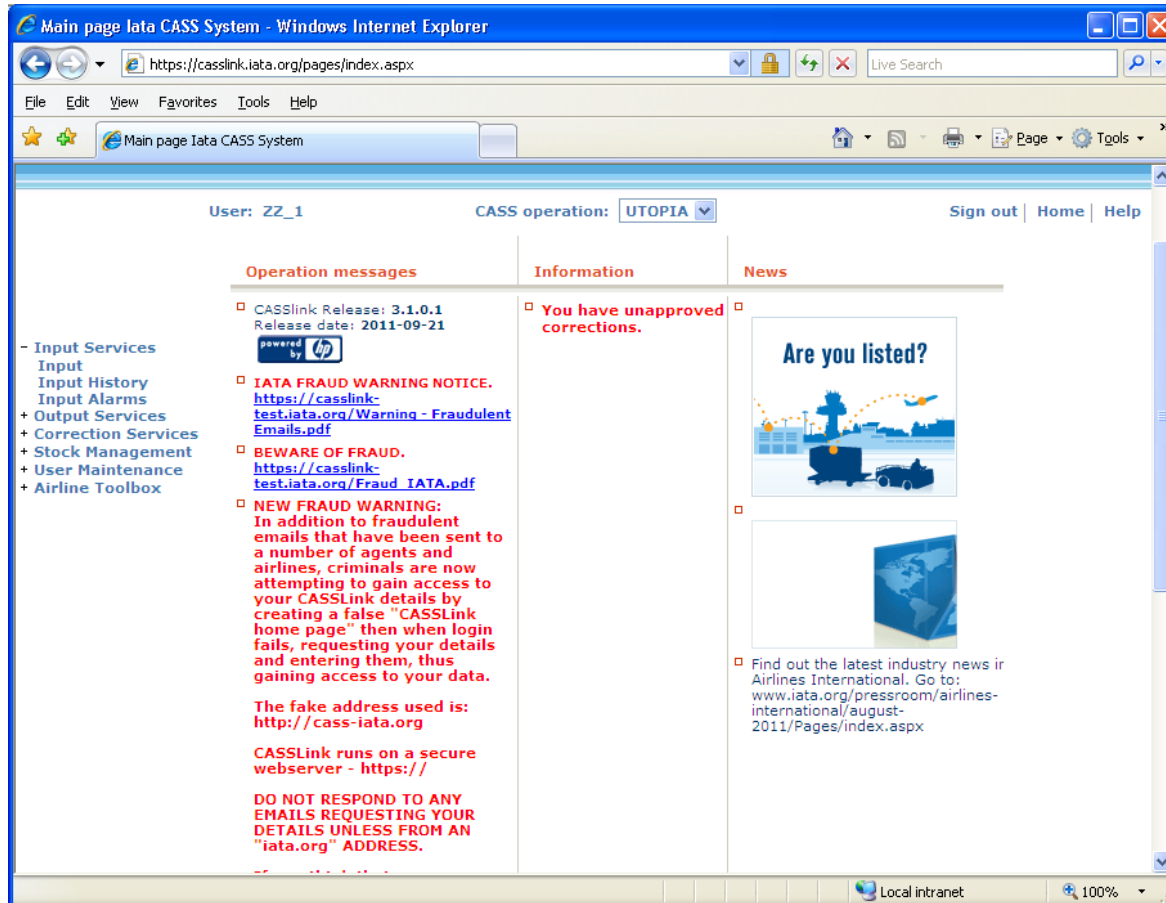
## 1.7. CASSLink Services Menu

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

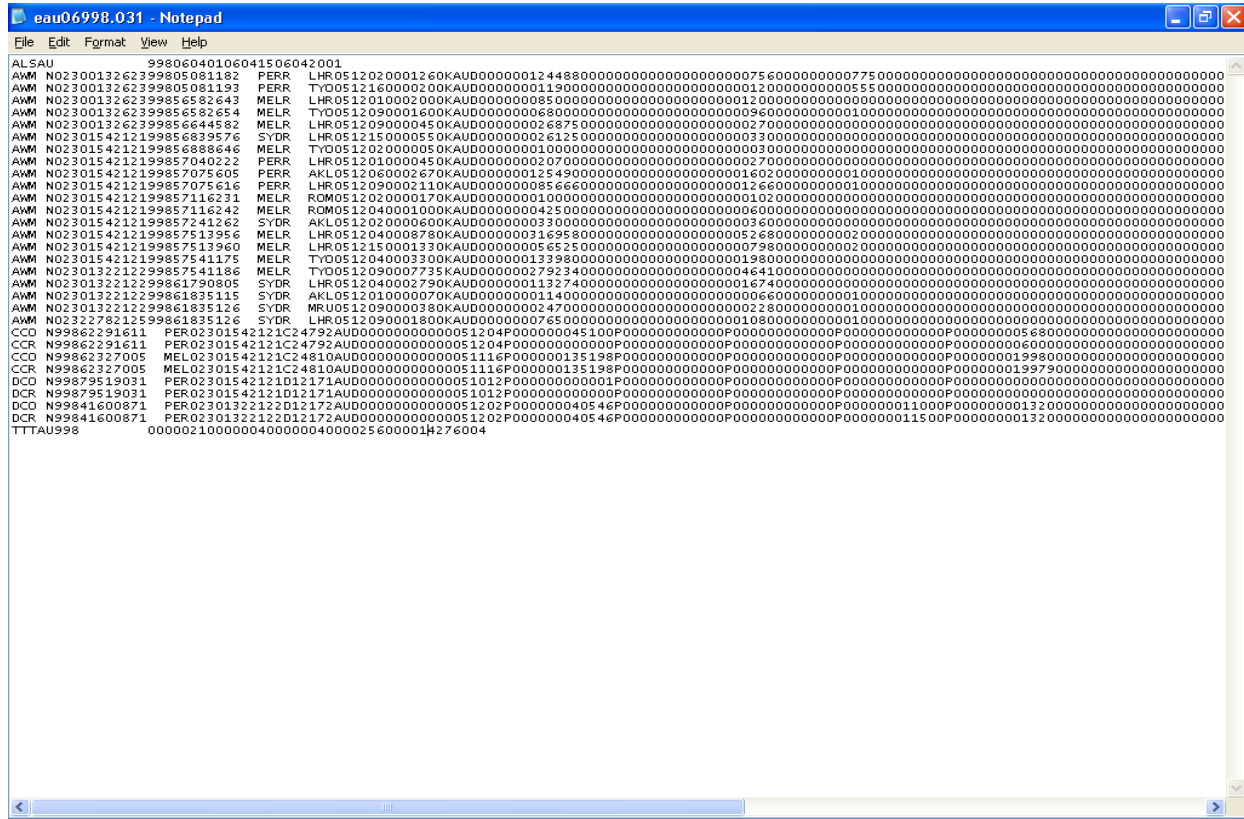
The Input File module is used by Airlines and Customer Service Centers to “Upload” Airline billing information into CASSLink.

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](http://www.iataonline.com))

See example of Airline billing file below.



The correct format for the file Header Record is:

Where:

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

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



EYYCCAIR.PPNN

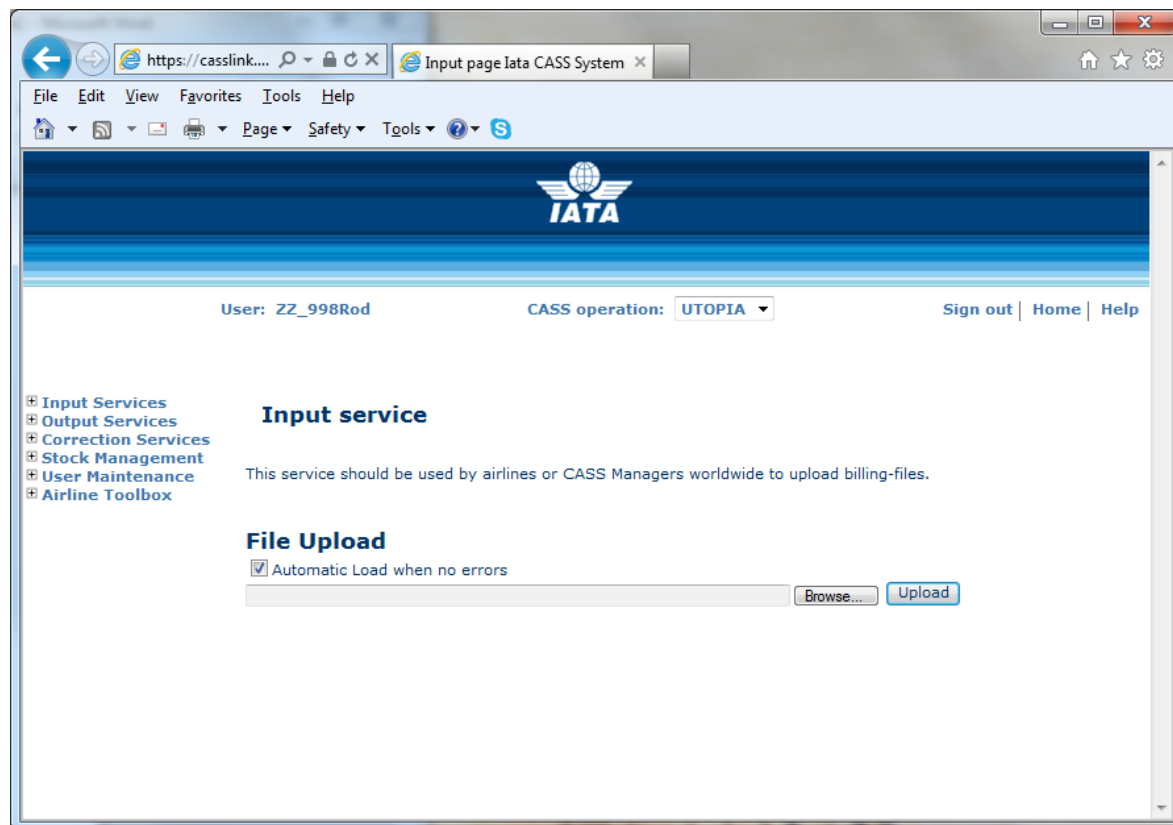
Eg. E20AU998.021

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.

Input page Iata CASS System - Microsoft Internet Explorer

Address: <https://casslink.iata.org/pages/InputHistory.aspx>

INTERNATIONAL AIR TRANSPORT ASSOCIATION

User: AU\_Rod CASS operation: AUSTRALIA Sign out Home Help

### Input history

Airline numeric code:

From:  To:

Found 1 matches.

Airline	EndDate	Recs	Err	Warns	Status	Load/Reject	More Info	View PDF	Input File
998	2005-03-31	371	9	1	Validated	<input checked="" type="checkbox"/>	<a href="#">More Info</a>	<a href="#">View PDF</a>	<a href="#">Download</a>

- 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:

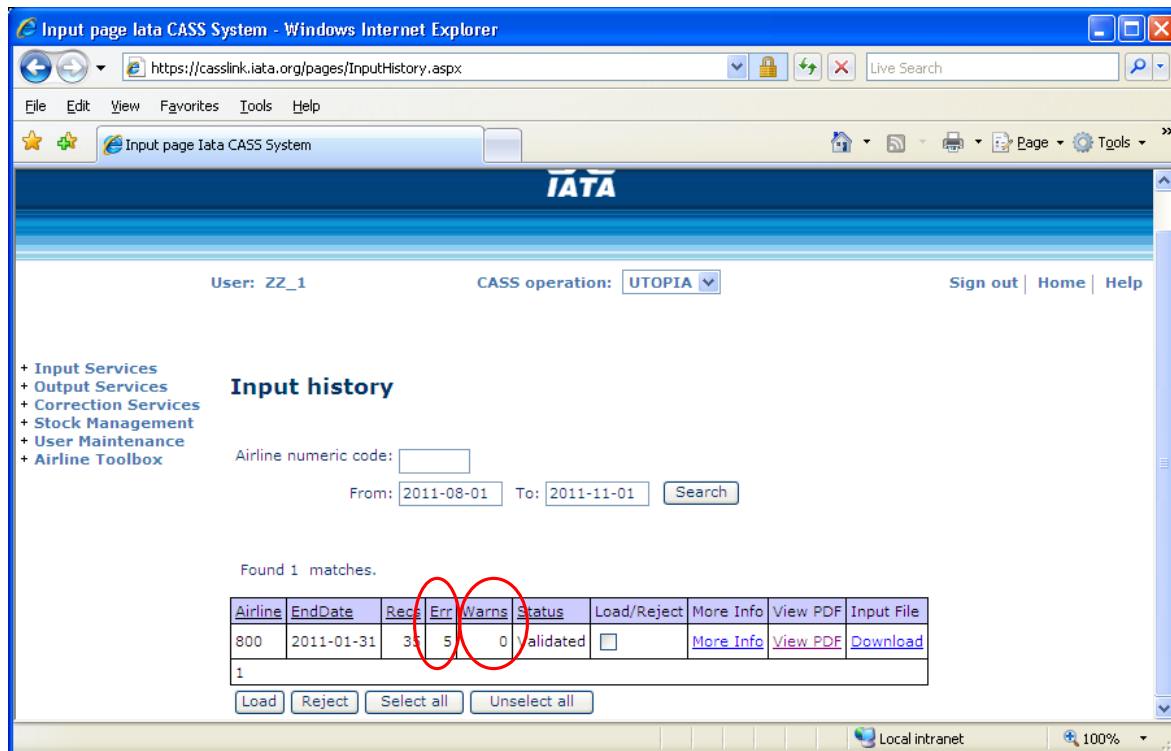
- Receiving - Received
- Validating - Validated
- Loading - Loaded
- Rejected

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)





## 2.7. File Upload Errors

Errors may occur when loading files. These include:

Error Message	Possible reason or correction
"One of the files submitted is already uploaded".	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.
File not found or one of the submitted files is of incorrect input format	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.
"The header contained dates that were incorrect"	Check the Header Record to ensure dates are correct.
No apparent reason can be found for the load failure.	Retry the upload
"BillingDate: O6-04-20 is not numeric."	There is an "O" (Oscar) instead of a "0" (zero) in the date field of the Header.



## 2.8. Sample Validation Error Report

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM DATA VALIDATION IRREGULARITY REPORT DATE: 18-APR-05 PAGE: 001  
RUN-ID: TEST FILE-TYPE: (FILE OF BILLING PARTICIPANT) HASH-CTRL: N VAT-CTRL: N IRR.-CTRL: N TEST-CTRL: T

HEADER RECORD:  
=====

DOCUMENT	COUNTRY	-----ORIGIN-----	TRANSMITTAL	FILE	DEVICE	FILENAME	REPORTING
TYPE	CODE	TYPE	---CODE---	NUMBER	NUMBER	-----	END DATE
ALS	AU	C	998		01		050416

DETAIL RECORDS:  
=====

1 2 3 6

4

DOC.TYPE	AIRL.CODE	AGENT-CODE-	AWB-NR--	CCA/DCM/OPT			
AWM	998	02371652124	12345631	00			
-----FIELD-NAME-----	FIELD-CONTENTS-	CODE	-----MESSAGE-----				
AGENT-CODE	02371652124	330	AGENT-CODE NOT FOUND				** REJECTED **

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345620 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
GROSS WEIGHT 0000000 227 GROSS-WEIGHT MAY NOT BE ZERO \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345653 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
CURRENCY-CODE AYD 325 CURRENCY NOT FOUND \*\* REJECTED \*\*  
EXCHANGE DATE AYD 811 NO CURRENCY EXCHANGE FOUND \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345664 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
PREP/COL-WEIGHT-CHG,PREP: 000000000000000 235 WEIGHT CHARGE MUST BE FILLED \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999990 12345675 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
AGENT-CODE 02399999990 204 MODULUS 7 CHECK FAILED ON AGENT CODE \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345620 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
AIRPORT OF ORIGIN AKL 360 AIRPORT IN ADJACENT COUNTRY IS NOT CODED FOR AGENT \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345686 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----

DOM-AIRPORTS SYD -MEL 947 AIRPORTS MAY NOT BE BOTH DOMESTIC \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345690 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
AWB-EXECUTION-DATE 20050417 361 \*\*\* WARNING AWB ISSUED FOR FUTURE PERIOD \*\* WARNING \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02399999991 12345702 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
AWB-NR 12345702 219 MODULUS 7 CHECK FAILED ON AWB NR \*\* REJECTED \*\*

DOC.TYPE AIRL.CODE AGENT-CODE- AWB-NR-- CCA/DCM/OPT  
AWM 998 02355202124 12345712 00  
-----FIELD-NAME----- FIELD-CONTENTS- CODE -----MESSAGE-----  
AGENT-CODE 02355202124 362 AGENT OFFICE DOES NOT PARTICIPATE IN CASS ANYMORE \*\* REJECTED \*\*

DOCUMENTS TOTALS AND HASH CONTROL:  
=====

NUMBER OF DOCUMENTS:	--AWB--	VOID/SV	--CCA--	--DCM--	--ADR--	--BTA--	-HASH-AMOUNT	BTA-DUE-AIRL	STA-DUE-AGNT
AWT/BTT/TRAILER:	0000998	0000000	0000000	0000000	0000000	--NA--	000004234185	000000000000	000000000000
COUNTED:	0000044	0000000	0000000	0000000	0000000	0000000	000004193785	000000000000	000000000000
44 RECORDS VALIDATED - HEREOF		9 FOUND WITH ERRORS AND		1 FOUND WITH WARNINGS AND		34 FOUND WITHOUT REMARKS			

7

## 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

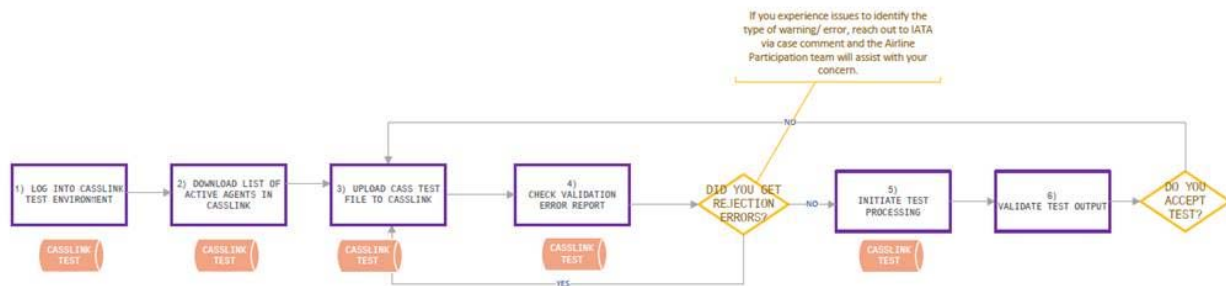
Error	Reason
Weight Charge must be filled	CASSLink will not accept a "Revenue" AWB, CCA or DCM record without a weight charge (\$)
Gross Weight may not be zero	CASSLink will not accept a "Revenue" AWB, CCA or DCM record without a value in the weight area
Modulus 7 check failed on Agent Code	Check the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

Warning	Reason
"Warning high amount found"	AWB value appears too high to system and should be investigated
"Warning AWB record issued for future period"	AWB has been accepted but will be billed in the future billing period that relates to the Execution Date on the AWB

## 2.10. File Validation in TEST system

Airlines joining CASS can now test files in the Test system – <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.

### Airline Toolbox - Excel - Export

- ☒ Input Services
- ☒ Output Services
- ☒ Correction Services
- ☒ Stock Management
- ☒ User Maintenance
- ☒ Airline Toolbox
  - Agent List
  - Settlement Analysis

☒ Active Only

Download

Agent List

## 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:

- Input Services
  - Input
  - Input History
  - Input Alarms
  - Correction Input
  - Correction History
  - Test Processing**
- Output Services
- Correction Services
- Stock Management
- User Maintenance
- Airline Toolbox

### Input Processing

Enter the data range to view processing periods(s). Date format: (YYYY-MM-DD).

From:  To:

Period	Period From	Period To	Airline	BillFile Status	NoRecords	File Id	Process Status	Action
202006-01	2020-05-01	2020-05-31		Loaded	1	114261	not processed	<a href="#">Process</a>
	2020-05-01	2020-06-01		Validated	3	114264		
202004-01	2020-03-01	2020-03-30		Rejected	1	114262	not processed	<a href="#">Process</a>
	2020-03-01	2020-03-31		Loaded	25987	113843		
	2020-03-01	2020-04-01		Rejected	3	114263		

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.



	Operation messages	Information	News
<ul style="list-style-type: none"><li>Input Services</li><li><b>Output Services</b><ul style="list-style-type: none"><li>Output Airlines</li><li>AWB History</li><li>Dashboard</li></ul></li><li>User Maintenance</li><li>Airline Toolbox</li></ul>	<ul style="list-style-type: none"><li><b>Test environment</b> CASSLink Release: 03.13.34.00 Release date: 2020-03-18  <b>The Test Environment is being updated from time to time. It might at times be a bit unstable. We are sorry for any inconvenience.</b></li><li><b>FRAUD WARNING!</b> Information update</li><li>Important Notice Please do not remit any payment to IATA until the correction period billing is available on CASSLink. The correction billing contains the final amount to be remitted for a given</li></ul>	<ul style="list-style-type: none"><li>New Docfile is Available to view. </li></ul>	<ul style="list-style-type: none"><li> Find out more</li><li></li><li></li></ul>

### 3.1. Output Airlines

The screenshot shows the IATA CASSLink system interface. The browser address bar displays 'casslink-test.iata.org/pages/index.aspx'. The user is logged in as 'NZ\_test' and the CASS operation is set to 'NEW ZEALAND'. The interface features a sidebar with navigation links: Input Services, Output Services (highlighted), Correction Services, User Maintenance, and Airline Toolbox. The main content area is divided into three columns: Operation messages, Information, and News. The Operation messages column contains a 'Test environment' notice, a 'FRAUD WARNING!' banner, and an 'Important Notice' regarding payment remittance. The Information column displays a 'My CASS Dashboard' link. The News column includes links for 'Cargo & DGR TRAINING', 'eAWBLink', and 'IATA AIRPHARMA CONFERENCE'.

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).

Output Services Overview for Airlines - Windows Internet Explorer

https://casslink.iata.org/pages/OutputAirlines.aspx

File Edit View Favorites Tools Help

Output Services Overview for Airlines

User: ZZ\_1 CASS operation: UTOPIA Sign out Home Help

+ Input Services  
+ Output Services  
+ Correction Services  
+ Stock Management  
+ User Maintenance  
+ Airline Toolbox

**Output Airlines**

Shows billing periods for chosen airline.  
Choose Airline: 800 - Airline 1

BillingRemPeriod	Period Nr	Period Total - USD	View Details	View PDF	View HOT	View XLS
201001	1	129882.85	Preliminary			

Local intranet 100%

- **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>
- **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

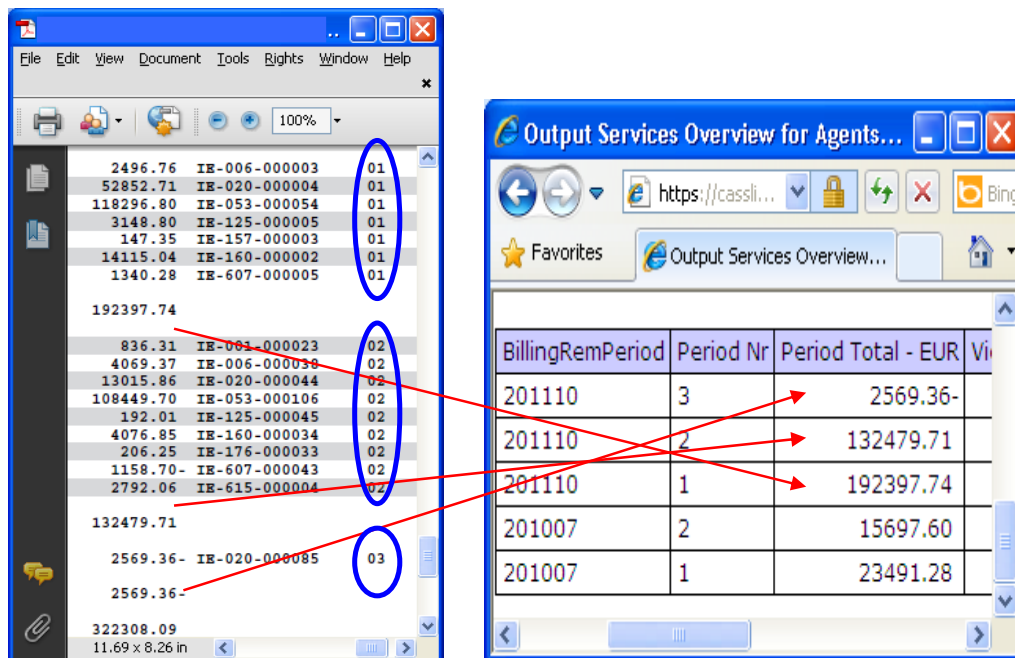
The PDF Report is the standard output report to all Airlines.

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 image shows two side-by-side windows. The left window is a PDF report with a table of billing data. The right window is a web application titled 'Output Services Overview for Agents...' showing a table of services. Red arrows connect specific rows between the two tables, illustrating how the billing statement is grouped by processing period.

BillingRemPeriod	Period Nr	Period Total - EUR	Vis
201110	3	2569.36-	
201110	2	132479.71	
201110	1	192397.74	
201007	2	15697.60	
201007	1	23491.28	

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.



IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - UTOPIA										CARGO SALES INVOICE/ADJUSTMENT				INVOICE NR: ZZ-802-000001		
AGENT:										AIRLINE: 802				INVOICE DATE: 10-DEC-11		
Agent 1										Airline 2						
Address										Address						
City										City						
Country										Country						
VAT REGISTRATION NR:										VAT REGISTRATION NR:						
IATA NUMERIC CODE: 98-4 7000/0005										CURRENCY: USD				BILLING PERIOD: 01-SEP-11 - 30-SEP-11		
														PAGE: 1		
AMB	SP	ORDES	WEIGHT	PREPAID	CHARGES	COLLECT	CHARGES	COMMISSION	INCENTIVE	NET	AMOUNT	TAX	NET	AMOUNT	EXEC	AGENTS
SERIAL	IN		WEIGHT	OTHER	OTHER	WEIGHT	OTHER				BEFORE				DATE	INFORMATION
NUMBER			VALUATION	CHARGES	DUE AIRL	VALUATION	CHARGES				TAX			PAYABLE	AMB	
DOMESTIC CARGO																
*****																
11956663	NC	CDGDFW	22.0	41.00	54.65	0.00	0.00	0.00	0.80	94.85	18.59	113.44	110917			
TOTAL DOMESTIC CARGO																
			22.0	41.00	54.65	0.00	0.00	0.00	0.80	94.85	18.59	113.44				
INTERNATIONAL CARGO																
*****																
11953911	NC	CDGJFK	8006.0	57.00	65.25	0.00	0.00	0.00	0.80	121.45	0.00	121.45	110916			
11954224	NC	CDGJFK	95.0	80077.00	80083.85	0.00	0.00	0.00	0.80	160160.05	0.00	160160.05	110910			
11954261	NC	CDGJFK	21.0	57.00	64.05	0.00	0.00	0.00	0.80	120.25	0.00	120.25	110916			
11954272	NC	CDGBOS	800.0	57.00	54.05	0.00	0.00	0.00	0.80	110.25	0.00	110.25	110916			
11954283	NC	CDGJFK	35.0	57.00	75.25	0.00	0.00	0.00	0.80	131.45	0.00	131.45	110916			
11954331	NC	CDGSTL	80062.0	80062.00	80092.25	0.00	0.00	0.00	0.80	160153.45	0.00	160153.45	110926			
11954611	NC	ORYGCM	80051.0	410.65	270.54	0.00	0.00	0.00	0.80	680.39	0.00	680.39	110917			
11954622	NC	ORYSYM	282.0	451.20	375.62	0.00	0.00	0.00	0.80	830.02	0.00	830.02	110917			
11954633	NC	ORYJFK	221.0	80054.70	80032.25	0.00	0.00	0.00	0.80	160086.15	0.00	160086.15	110918			
11954806	NC	CDGMCI	346.0	346.00	80057.70	0.00	0.00	0.00	0.80	80402.90	0.00	80402.90	110925			
11955705	NC	CDGIAD	345.0	80089.75	275.20	0.00	0.00	0.00	0.80	80364.15	0.00	80364.15	110911			
11955720	NC	CDGMIA	257.0	205.60	80066.20	0.00	0.00	0.00	0.80	80271.00	0.00	80271.00	110911			
11955731	NC	CDGSCL	739.0	800662.75	513.41	0.00	0.00	0.00	0.80	801175.36	0.00	801175.36	110917			
11956431	NC	CDREZE	818.0	802104.30	804.29	0.00	0.00	0.00	0.80	802907.79	0.00	802907.79	110910			
11956674	NC	CDGORD	80060.0	88.00	80027.95	0.00	0.00	0.00	0.80	80115.15	0.00	80115.15	110917			
11956685	NC	CDGSCL	374.0	635.80	398.46	0.00	0.00	0.00	0.80	1033.46	0.00	1033.46	110917			
11956696	LT	CDGDFW	80000.0	70.00	39.75	0.00	0.00	0.00	0.80	168.95	0.00	168.95	110220	E2		
11956700	NC	CDOMIA	8005.0	41.00	48.50	0.00	0.00	0.00	0.80	88.70	0.00	88.70	110920	E2		
11956722	NC	CDGSCL	329.0	559.30	323.80	0.00	0.00	0.00	0.80	882.30	0.00	882.30	110920			
11956792	NC	CDGORD	344.0	395.60	375.99	0.00	0.00	0.00	0.80	770.79	0.00	770.79	110923			
11957396	NC	CDGSBQ	25.0	60.00	80214.65	0.00	0.00	0.00	0.80	80273.85	0.00	80273.85	110916	E2		
11957444	NC	CDGPOS	77.0	223.30	80036.13	0.00	0.00	0.00	0.80	80258.63	0.00	80258.63	110922	E2		
11957455	NC	CDGPOS	80058.0	442.40	80083.51	0.00	0.00	0.00	0.80	80525.11	0.00	80525.11	110922	E2		
11957540	NC	CDGLAX	3819.0	2291.40	3190.30	0.00	0.00	0.00	0.80	5480.90	0.00	5480.90	110927	E2		
11957794	NC	MRSIND	50.0	60.00	75.25	0.00	0.00	0.00	0.80	134.45	0.00	134.45	110909			
11979081	NC	CDGDFW	80030.0	80030.00	80038.25	0.00	0.00	0.00	0.80	160067.45	0.00	160067.45	110926			
11979766	NC	LYSJKF	2196.0	2250.00	2196.65	0.00	0.00	0.00	0.80	4445.85	0.00	4445.85	110923	E2		
28822382	NC	TLSDFW	2.0	45.00	38.00	0.00	0.00	0.00	0.80	82.20	0.00	82.20	110926	EGL USDO DIV		
31186960	NC	EXBBOB	263.0	80044.65	207.00	0.00	0.00	0.00	0.80	80250.85	0.00	80250.85	110908			
31186993	NC	EXBDFW	825.0	618.75	701.35	0.00	0.00	0.00	0.80	1319.30	0.00	1319.30	110925			
113570185	DL	CDGJFK	205.0	80064.00	229.25	0.00	0.00	0.00	0.00	80293.25	0.00	80293.25	110927	D03349		
113570185	AD	CDGJFK	205.0	80033.25	229.25	0.00	0.00	0.00	0.00	80262.50	0.00	80262.50	110927	D03335		
31185335	DL	EXBIAH	2260.0	2260.00	800847.05	0.00	0.00	0.00	0.00	803107.05	0.00	803107.05	110405	D03352		
CARRIED FORWARD																
			506315.0	2090256.40	10042.40	0.00	0.00	0.00	24.00	2100274.80	0.00	2100274.80				



## IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - UTOPIA

AGENT:  
Agent 1  
Address  
City  
Country

VAT REGISTRATION NR:

IATA NUMERIC CODE: 98-4 7000/0005

## CARGO SALES INVOICE/ADJUSTMENT

AIRLINE: 802  
Airline 2  
Address  
City  
Country

VAT REGISTRATION NR:

BILLING PERIOD: 01-SEP-11 - 30-SEP-11

INVOICE NR: ZZ-802-000001

INVOICE DATE: 10-DEC-11

PAGE: 2

AMB	SP	ORDES	WEIGHT	PREPAID CHARGES	COLLECT CHARGES	COMMISSION	INCENTIVE	NET AMOUNT	TAX	NET AMOUNT	EXEC	AGENTS
SERIAL	IN		VALUATION	CHARGES	VALUATION	CHARGES		BEFORE		PAYABLE	DATE	INFORMATION
NUMBER			CHARGES	DUE AIRL	CHARGES	DUE AGENT		TAX			AMB	
BROUGHT FORWARD	506315.0		2090256.40	10042.40	0.00	0.00	0.00	2100274.80	0.00	2100274.80		
31185335 AD SXBIAH	2260.0	800695.00	800847.05		0.00	0.00	0.00	1601542.05	0.00	1601542.05	110905	D03352
TOTAL INTERNATIONAL CARGO	508575.0	2890951.40	810889.45		0.00	0.00	0.00	3701816.85	0.00	3701816.85		
GRAND TOTAL	508597.0	2890992.40	810944.10		0.00	0.00	0.00	3701911.70	18.59	3701930.29		

## RECAPITULATION

TOTAL PREPAID CHARGES DUE AIRLINE		3701936.50
TOTAL COMMISSIONABLE SALES	0.00	
COMMISSION DUE AGENT		0.00
OTHER CHARGES DUE AGENT		0.00
INCENTIVE DUE AGENT	24.80	

24.80

3701911.70

TAX DUE AGENT (19.60%)

0.00

TAX DUE AIRLINE (19.60%)

18.59

18.59

NET TOTAL DUE AIRLINE

3701930.29



IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - UTOPIA					EXPORT BILLING STATEMENT - AIRLINE			DATE: 10 DEC 11	
AIRLINE: Airline 2 Address City Country					CURRENCY: USD			PAGE: 1	
IATA NUMERIC CODE: 802					BILLING PERIOD: 01 SEP 11 - 30 SEP 11			SETTLEMENT DATE: 01 NOV 11	
-AGENT NUMBER-	NAME	-----PREPAID CHARGES-----	CHARGES COLLECT-----	COMMISSION	SALES INCENTIVE	TAX AMOUNT	RECEIVABLE INVOICE NUMBER	BILLING PERIOD	
		WEIGHT CHARGE	DUE AIRLINE	WEIGHT CHARGE	DUE AGENT				
98-4 7000/0005 Agent		2890992.40	810944.10	0.00	0.00	0.00	24.80	18.59	3701930.29 ZZ-802-000001 01
GRAND TOTAL		2890992.40	810944.10	0.00	0.00	0.00	24.80	18.59	3701930.29
NET DUE AIRLINE							3701930.29		

081\_200919(2).pdf - Adobe Reader

File Edit View Document Tools Window Help

9 / 9 100%

Find

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - AUSTRALIA

Auto approved corrections: 2009 / 19

Airline: 081 QANTAS AIRWAYS LIMITED

DATE: 04 DEC 09

PAGE: 1

Agent	Name	AWB	DCM Number	Entry Date	Estimated Net Amount
0230013 - 2623	UTI (AUST) PTY LIMITED	72460522	01 AD	2009-10-12	2000.00-
0230013 - 2623	UTI (AUST) PTY LIMITED	72460522	01 DL	2009-10-12	
0230013 - 2623	UTI (AUST) PTY LIMITED	72460533	01 AD	2009-10-12	2000.00-
0230013 - 2623	UTI (AUST) PTY LIMITED	72460533	01 DL	2009-10-12	
0230013 - 2623	UTI (AUST) PTY LIMITED	72461255	01 AD	2009-10-12	272.80-
0230013 - 2623	UTI (AUST) PTY LIMITED	72461255	01 DL	2009-10-12	
0230013 - 3231	UTI (AUST) PTY LIMITED	71915152	01 AD	2009-10-12	1000.00-
0230013 - 3231	UTI (AUST) PTY LIMITED	71915152	01 DL	2009-10-12	
0230088 - 2124	MEGA-TOP CARGO PTY LIMITED	71535365	01 AD	2009-10-13	252.80-
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72445914	01 AD	2009-10-13	1200.00-
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72445914	01 DL	2009-10-13	
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72446113	01 AD	2009-10-13	230.00-
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72446113	01 DL	2009-10-13	
0230154 - 2121	AGILITY LOGISTICS PTY LIMITED	71805215	01 AD	2009-10-13	946.00-
0230154 - 2121	AGILITY LOGISTICS PTY LIMITED	71805215	01 DL	2009-10-13	

11.69 x 8.26 in



### 3.2.1.1 Additional Text on Airline Invoice

The screenshot shows the 'Airline preferences Iata CASS System' web interface in a Windows Internet Explorer browser. The 'Options' tab is active. The interface includes various settings for printing, email, and billing. A red circle highlights the 'Additional Text on invoice' field, which contains the text: 'This is where Airlines can have their own individual message on their 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.





Microsoft Excel - 200523.xls

File Edit View Insert Format Tools Data Window Help Acrobat

Ariel 12 B U Prepaid Due Airline

	A	B	C	D	E	F	G	H	I	J	K
	L1										
	AirlinePrefix	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AWB Serial Number	Airport Origin	Airport Destination	Weight	Prepaid Weight Charge
1	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610960	SYD	POS	411	2468.
2	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610993	SYD	PIT	547	2078.
4	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610004	SYD	PIT	4019	13664.
5	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610105	SYD	ORD	138	558.
6	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610265	SYD	PIT	25	477.
7	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610300	SYD	PIT	9	114.
8	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42894528	SYD	YYZ	17	100.
9	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42893906	SYD	YOV	1000	-2500.
10	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42893906	SYD	YOV	1000	3000.
11	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MKE	52	210.
12	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880655	SYD	MEM	45	477.
13	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EVR	453	1721.
14	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200	780.
15	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324	1539.
16	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189	892.
17	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863144	SYD	SEL	395	1676.
18	998		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438	2452.
19	998		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	31284723	SYD	NJU	35	157.
20	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57786234	SYD	JNB	1296	4147.
21	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57786245	SYD	SIN	620	589.
22	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57786256	SYD	MCT	2	114.
23	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57786260	SYD	DOH	38	178.
24	998		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16	215.
25	998		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	29839850	SYD	MNL	3	120.
26	998		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	29839861	SYD	MMN	10	120.
27	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70	696.
28	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440	2596.
29	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	65	637.
30	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	390	2301.
31	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194942	SYD	SIN	138	358.
32	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194606	SYD	SIN	331	595.
33	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194621	SYD	AKL	56	223.
34	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	6519				

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”.

Org.	Dest.	Gross Weight	PP Weight / Valuation	PP Other charges due airline	CC Weight / Valuation	CC Other charges due agent	Discount / Incentive	Commission	Net Payable ex. VAT	Correction number	Execution Date	Input Date	Processing Period	Airline	Agent
NRT	SYD	423.5	681835.00	23993.00	0.00	0.00	601158.00	34092.00	70578.00		2017-02-20	2017-06-14	201704 - 01	998	1630013-0022
Total		423.5	681835.00	23993.00	0.00	0.00	601158.00	34092.00	70578.00						

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

The screenshot shows the 'AWB History' application interface. At the top, there's a search bar with '90247216' entered. Below it, a dropdown menu shows 'Select an Agent' with '998-Best Air' selected. A 'Search' button is present. The main content area has two tabs: 'AWB - History' and 'Other Charges'. The 'Other Charges' tab is active, displaying a table with the following data:

Airline	Agent	AWB	Correction Number	Charge Code	Amount
998	1630013-0022	90247216	00	CG-C	200.00
998	1630013-0022	90247216	00	MY-C	23293.00
998	1630013-0022	90247216	00	SC-C	500.00

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

### 3.4. Dashboard

The screenshot shows the 'User Dashboard' application interface. At the top, it displays 'User: Rod\_Best' and 'CASS operation: VENEZUELA'. There are links for 'Sign out', 'Home', 'Help', and 'FAQ'. The main content area has a sidebar with navigation links: 'Input Services', 'Processing', 'Output Services', 'Correction Services', 'Master Files', 'Stock Management', and 'User Maintenance'. The 'Processing' link is selected, displaying a table with the following data:

CASS	Rem Period	Bill Period	Type	Processing Date	Settlement Date	Settlement Value	Prev Rem Period	Prev Period Settlement	Prev Period Settlement Value
BO	201621	2	C	2016-11-24	2016-12-01	19786.99	201620	2016-11-16	15479.64
DO	201621	2	C	2016-11-24	2016-12-01	6044898.35	201620	2016-11-16	4373167.07
HK	201621	1	B	2016-11-24	2016-12-16	1261107596.52	201620	2016-12-01	1244451942.4
SV	201621	2	C	2016-11-24	2016-12-01	168638.84	201620	2016-11-16	193993.97
TZ	201611	1	B	2016-11-24	2017-01-04	154038.1	201610	2016-12-02	328823.2
GR	201611	1	B	2016-11-24	2017-01-02	1492084.58	201610	2016-12-01	3019876.16
TZ	201610	3	C	2016-11-24	2016-12-02	328823.2	201609	2016-11-02	328437.91
VE	201621	2	C	2016-11-24	2016-12-01	33052271.65	201620	2016-11-16	13883076.12
AE	201621	2	C	2016-11-24	2016-12-01	43698934.25	201620	2016-11-16	39132330.74



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

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

Like other CASS*Link* screens, any column with an underline may be sorted – A-Z or Z-A.



### 3.5. View Airline Documents

User: NZ\_test      CASS operation: AUSTRALIA      Sign out | Home | Help | FAQ

#### Output Airlines Document View

Show documents for chosen airline.  
Choose Airline: 001 - American Airlines Inc. ▼

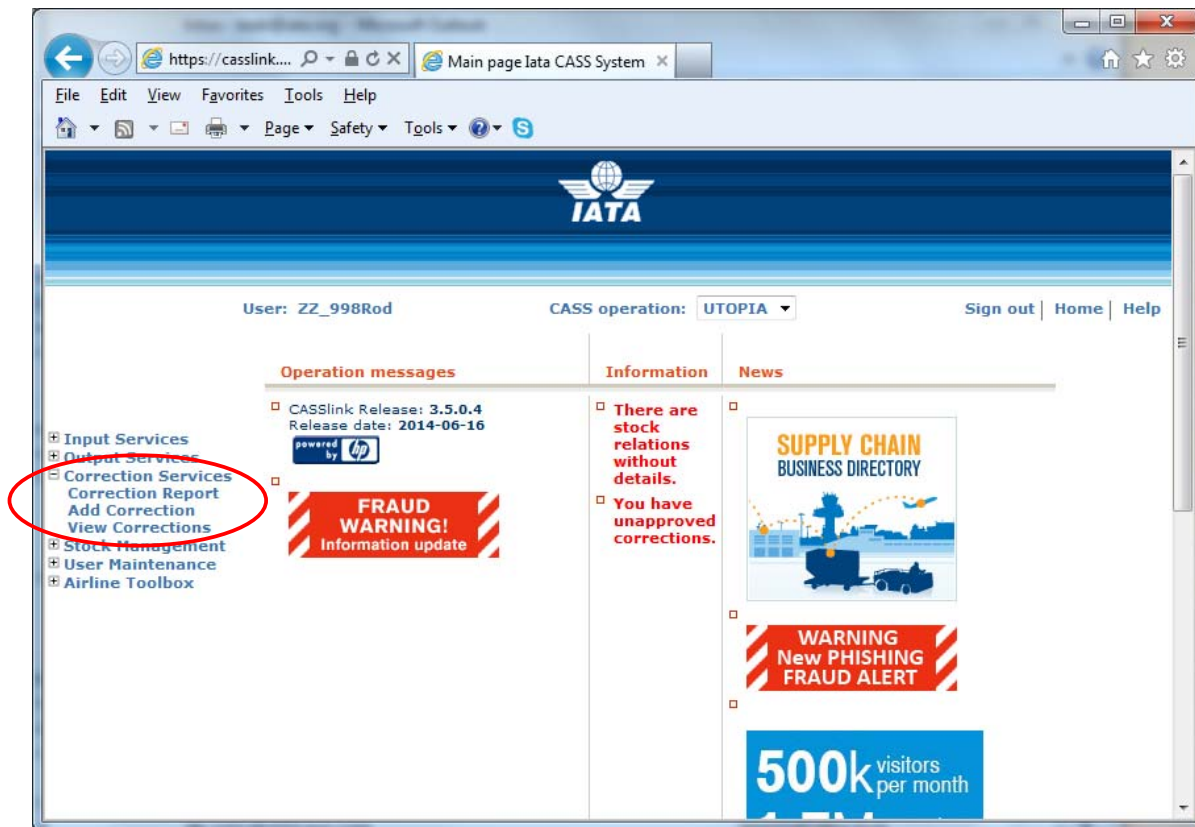
Documents will be automatically deleted after 90 days!

Upload Date	Document Name	Download
2016-03-31	Daily Settlement SIN 04 08 2014 CASS.zip	<a href="#">Download</a>
2016-03-31	Daily Settlement SIN 04 08 2014 CASS.zip	<a href="#">Download</a>
2015-03-23	AUxx001_20150321_2015-06-InputCutOff.pdf	<a href="#">Download</a>

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 screenshot shows a web browser window with the URL <https://casslink-test.iata.org>. The page title is "Correction - Iata CASS Syst...". The browser's address bar shows the URL, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The page has a sidebar with a tree view containing the following items: Input Services, Processing, Output Services, Correction Services (with sub-items: Correction Report, Add Correction, View Corrections, and Correction Statistic), Master Files, Stock Management, User Maintenance, Toolbox, Airline Toolbox, and Agent Toolbox. The main content area is titled "Add Correction" and contains a form with the following fields: Agent (a dropdown menu showing "1630013 - 0022 BR Schenker-Seino Co., Ltd."), Airline (a dropdown menu showing "998-Best Air"), and AWB Number (a text input field containing "90247216"). Below the AWB Number field is a blue button labeled "New". The browser's status bar at the bottom right shows a zoom level of 100%.

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 a little as six (6) months to five (5) years (60 months).

Contact your local Cargo Manager or 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

**Correction Form** | Documents | Other Charges

Buttons: New, Save, Back

Agent's code: 1630013 - 0022 | Airline's Code: 998 | Status: New | Number: 01

AWB No.: 90247216 | Origin: NRT | Destination: SYD | Date of AWB Issue: 2017-02-20

Air Waybill weight and/or charges have been corrected/added as follows:

Weight	Weight Unit	Revised/Corrected Weight	Original/Incorrect Weight
	<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	423.5	423.5

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	JPY			
Weight Charges	681835	0	681835	0
Valuation Charges	0	0	0	0
Commission	34092		34092	
Incentive	601158		601158	
<b>Net/net Amount</b>	<b>46585</b>		<b>46585</b>	
Total Other Charges Due Agent	0	0	0	0
Total Other Charges Due Airline	21993	0	23993	0
<b>Total payable to airline ex. VAT</b>	<b>68578</b>		<b>70578</b>	
VAT/TAX	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	2727
Reason Code	32 - Incorrect Fuel Surcharge			
Reason for Correction	MY charge incorrect			
Reason for rejection	Requested by: Rod Best			

Buttons: Calculate, Print

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.

Correction - Iata CASS Syst...

File Edit View Favorites Tools Help

Google Mail - BEST Rod - Outlook Suggested Sites

Page Safety Tools

New Save Back

Correction Form Documents Other Charges

Status New Number 02

Agent's code 1630013 - 0022 Airline's Code 998

AWB No. 90247216 Origin NRT Destination SYD Date of AWB Issue 2017-02-20

Air Waybill weight and/or charges have been corrected/added as follows:

Weight	Revised/Corrected Weight	Original/Incorrect Weight
Weight Unit		
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	423.5	423.5

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	JPY			
Weight Charges				
Valuation Charges				
Commission				
Incentive				
<b>Net/net Amount</b>				
Total Other Charges Due Agent				
Total Other Charges Due Airline				
<b>Total payable to airline ex. VAT</b>				
VAT/TAX				
<b>Reason Code</b>				
Reason for Correction				
Reason for rejection				
Calculate				
Print				

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  
31 - Incorrect Security Fee  
32 - Incorrect Fuel Surcharge  
33 - Incorrect DG/RA Fee  
34 - Incorrect OtherCharges 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

## 4.2. 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 screenshot shows the IATA CASS System web application. The left sidebar contains a menu with the following items: Input Services, Processing, Output Services, Correction Services, Master Files, Stock Management, User Maintenance, Toolbox, Airline Toolbox, and Agent Toolbox. The main content area displays two tables: 'Revised' and 'Original'. The 'Revised' table is highlighted with a red box. The 'Original' table shows the same data as the 'Revised' table. The 'Revised' table has a total due of 0, while the 'Original' table has a total due of 23993. The 'Revised' table is highlighted with a red box.

Charge Code	Entitlement Code	Amount
CG	C	200
MY	C	21293
SC	C	500

Charge Code	Entitlement Code	Amount
CG	C	200
MY	C	23293
SC	C	500

Below the tables, there are two sections for totals. The 'Revised' section shows a total due of 0 for the Agent and 21993 for the Airline. The 'Original' section shows a total due of 0 for the Agent and 23993 for the Airline. There are buttons for 'Add Row' and 'Calculate' at the bottom of each table.

41 CASSLink User Manual

Correction - Iata CASS Syst... x

File Edit View Favorites Tools Help

Google Mail - BEST Rod - Outlook Suggested Sites

Page Safety Tools

Correction was successfully updated

New Back

Correction Form Documents Other Charges

Status New Number 01

Agent's code 1630013 - 0022 Airline's Code 998

AWB No. 90247216 Origin NRT Destination SYD Date of AWB Issue 2017-02-20

Air Waybill weight and/or charges have been corrected/added as follows:

Weight Unit	Revised/Corrected Weight	Original/Incorrect Weight
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	423.5	423.5

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	JPY			
Weight Charges	681835	0	681835	0
Valuation Charges	0	0	0	0
Commission		34092		34092
Incentive		601158		601158
<b>Net/net Amount</b>		<b>46585</b>		<b>46585</b>
Total Other Charges Due Agent	0	0	0	0
Total Other Charges Due Airline	21993	0	23993	0
<b>Total payable to airline ex. VAT</b>		<b>68578</b>		<b>70578-</b>
VAT/TAX		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2727
Reason Code	32 - Incorrect Fuel Surcharge			
Reason for Correction	MY charge incorrect			
Reason for rejection	Requested by: Rod Best			

Calculate Print

100%

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.



Sample Airline Correction screen

Browser: https://casslink-test.i... Correction - Iata CASS Syst...

File Edit View Favorites Tools Help

Google Mail - BEST Rod - Outlook Suggested Sites

Accept Reject Airline Handled Amend Back

Input Services  
Processing  
Output Services  
Correction Services  
Master Files  
Stock Management  
User Maintenance  
Toolbox  
Airline Toolbox  
Agent Toolbox

Correction Form Documents Other Charges

Status Pending Number 02

Agent's code 1630013 - 0022 Airline's Code 998

AWB No. 90247216 Origin NRT Destination SYD Date of AWB Issue 2017-02-20

Air Waybill weight and/or charges have been corrected/added as follows:

Weight		
Weight Unit	Revised/Corrected Weight	Original/Incorrect Weight
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	423,5	423,5

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	JPY			
Weight Charges	681835	0	681835	0
Valuation Charges	0	0	0	0
Commission	34092		34092	
Incentive	601158		601158	
Net/net Amount	46585		46585	
Total Other Charges Due Agent	0	0	0	0
Total Other Charges Due Airline	20993	0	23993	0
Total payable to airline ex. VAT	67578		70578-	
VAT/TAX	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	2727
Reason Code	32 - Incorrect Fuel Surcharge			
Reason for Correction	MY charge incorrect			
Reason for rejection	Requested by: Rod Best			

Calculate Print

Sample Airline Correction screen

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.



Correction - Iata CASS System - Windows Internet Explorer

https://casslink.iata.org/pages/correctionform.aspx?CorrId=7853349

File Edit View Favorites Tools Help

Correction - Iata CASS System

ex. VAT

VAT/TAX 1.39

Reason for Correction WEIGHT 830 KG- OVER CHARGED 16.25

Requested by: 8808

Reason for rejection

Accepted by: 1

Calculate

Print

Done Local intranet 100%

**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

User: Rod\_Best CASS operation: INDIA Sign out Home Help

Accept Reject Airline Handled Amend Back

Correction Form Documents

C:\Users\BestR\Documents\Rod\CASSLink\Test Files\Correction - 8430 Browse Upload

Only PDF or JPG files are accepted.

DocumentName	UserType	DocumentType	UploadDate	Status
<a href="#">Correction test 1.pdf</a>	IATA		2013-12-02 15:57:45	OK
<a href="#">Correction test 1.pdf</a>	IATA		2013-12-02 15:57:29	OK

### 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 - Iata CASS Syst...

Accept Reject Airline Handled Amend Back

Correction Form Documents

Status Pending Number 01

Agent's code 1432775 - 0006 Airline's Code 125

AWB No. 12346423 Origin MAA Destination MEL Date of AWB Issue 2013-10-22

Air Waybill weight and/or charges have been corrected/added as follows:

Weight	Weight Unit	Revised/Corrected Weight	Original/Incorrect Weight
	<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	50.0	65.0

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	INR			
Weight Charges	50000.00	0.00	1224550.00	0.00
Valuation Charges	0.00	0.00	0.00	0.00
Commission	2500.00		61227.50	
Incentive	20000.00		11910.00	
Net/net Amount	27500.00		1151412.50	
Total Other Charges Due Agent	0.00	0.00	0.00	0.00
Total Other Charges Due Airline	0.00	0.00	4555.00	0.00
Total payable to airline ex. VAT	27500.00		1155967.50	
VAT/TAX		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7407.00
Reason for Correction	Wrong rate and weight. See attached Document			
	Requested by: 11402			
Reason for rejection				

Calculate Print

Correction - Iata CASS Syst...

Accept Reject Airline Handled Amend Back

Correction Form Documents

C:\Users\BestR\Documents\Rod\CASSLink\Test Files\Correction - 8430 Browse... Upload

Only PDF or JPG files are accepted.

DocumentName	UserType	DocumentType	UploadDate	Status
<a href="#">Correction test 1.pdf</a>	IATA		2013-12-02 15:57:45	OK
<a href="#">Correction test 1.pdf</a>	IATA		2013-12-02 15:57:29	OK



## 4.4. View Corrections

To view all Corrections entered, or to check their status, go to View Corrections.

The screenshot shows the 'Correction - Iata CASS System' interface in a Windows Internet Explorer browser. The user is logged in as 'ZZ\_AIR' and the CASS operation is set to 'UTOPIA'. The search options are set to 'Show All' and 'Only show online-corrections'. The search results table is as follows:

Agent	Airline	AWBNumber	Estimated Amount	Org	Dest	Entry	Status	X	Number	Show
9847001 - 0004	802	11111111	0.00	LAX	CPH	2006-06-30	Accepted	<input type="checkbox"/>	0001e1	Show
9847001 - 0004	802	11920720	0.00	GVA	YMQ	2004-08-17	Accepted	<input type="checkbox"/>	000001	Show
9847001 - 0004	802	11920786	0.00	GVA	YMQ	2004-08-19	Accepted	<input type="checkbox"/>	000001	Show
9847001 - 0004	802	11920786	0.00	GVA	YMQ	2004-10-20	Accepted	<input type="checkbox"/>	000003	Show
9847001 - 0004	802	31361805	0.00	GVA	YMQ	2004-09-08	Accepted	<input type="checkbox"/>	000002	Show
9847001 - 0004	802	31361805	0.00	GVA	YMQ	2004-09-08	Accepted	<input type="checkbox"/>	000001	Show
9847001 - 0004	802	31361805	0.00	GVA	YMQ	2005-09-02	Accepted	<input type="checkbox"/>	000005	Show
9847001 - 0004	802	31361805	0.00	GVA	YMQ	2005-08-30	Accepted	<input type="checkbox"/>	000003	Show
9847001 - 0004	802	31361805	0.00	GVA	YMQ	2005-08-30	Accepted	<input type="checkbox"/>	000004	Show
9847003 - 0002	802	31361805	1118.20-	GVA	YMQ	2008-03-18	Airline Handled	<input type="checkbox"/>	01	Show
9847001 - 0004	802	31361805	45.00-	GVA	YMQ	2009-03-19	Pending	<input type="checkbox"/>	000006	Show
9847003 - 0002	802	11111111	0.00	CPH	LAX	2006-04-27	Rejected	<input type="checkbox"/>	000002	Show
9847001 - 0004	802	11920786	0.00	GVA	YMQ	2004-08-20	Rejected	<input type="checkbox"/>	000002	Show

At the bottom of the table, there are buttons: 'Accept', 'Airline Handled', 'Select All', and 'Deselect All'. The status bar at the bottom indicates 'Done' and 'Local intranet'.

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:

<b>Accepted:</b>	Airline has accepted the correction request
<b>Rejected:</b>	Airline has rejected the correction request
<b>Airline Handled:</b>	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.

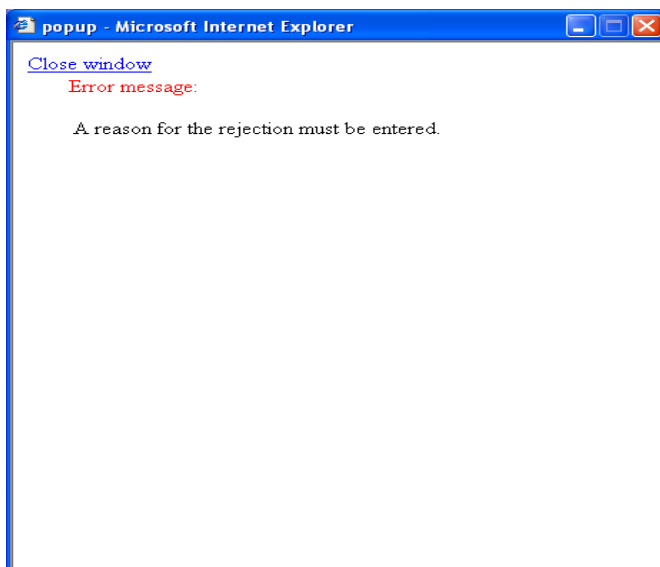
The sort feature exists anywhere in CASSLink where a column heading is underlined.

### 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

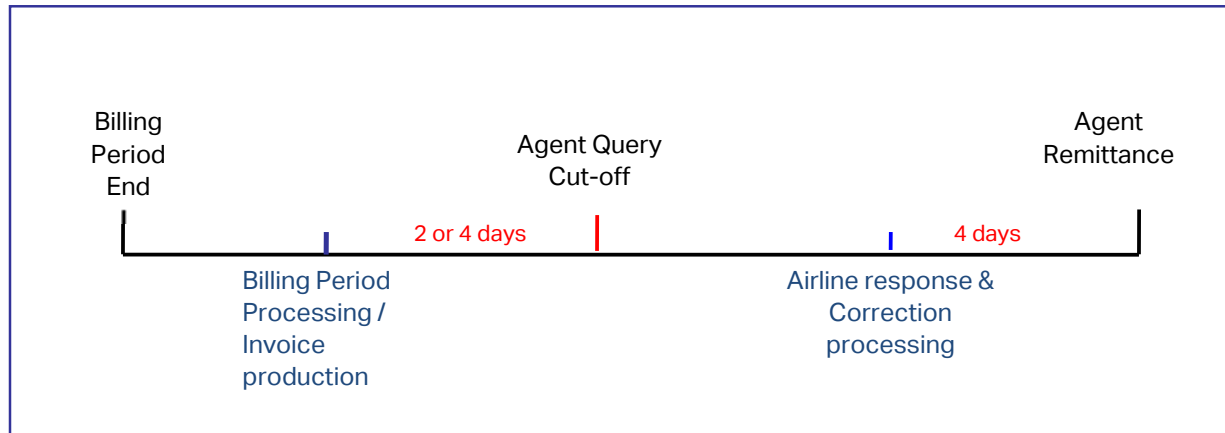
An Airline can select Accept, Reject, Amend or Airline Handled a Pending correction at any time. When one of these options is selected by the Airline, a Correction request is considered "Actioned" and auto-approval will not be applied.

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.

Excel - Corrections - Export - Iata CASS System - Windows Internet Explorer

https://casslink.iata.org/pages/toolboxExcelCorrections.aspx

User: ZZ\_1 CASS operation: UTOPIA Sign out Home Help

**Toolbox - Excel - Corrections - Export**

Enter the date range to export correction(s). Data format: (YYYY-MM-DD).

From: 2011-01-01 To: 2011-12-31

Select the correction types you want exported.

☒ Accepted  
☐ Rejected  
☐ Airline Handled  
☐ Auto Approved  
☐ Pending  
☐ All

Export

The report is provided as a XLS spreadsheet.

Microsoft Excel - AU-Corrections-2009-01-01-2010-12-31[1].xls

CASSCo	Status	Date Handled	Indicator	AWB	Corrective Agent	Airline	Origin	Destina	Weight	Weight I	Currency	Execution Date	Weight Charge	Weight Charge	Valuation Cha	Valuation
AU	Airline Handled	2009-12-10	DCO	1E+07 01	02300132623	006	SYD	SFO	100	K	AUD	2009-08-16	2000	0	0	0
AU	Airline Handled	2009-12-10	DCR	1E+07 01	02300132623	006	SYD	SFO	100	K	AUD	2009-08-16	2000	0	0	0
AU	Airline Handled	2009-10-13	DCO	7E+07 01	02300882124	081	SYD	SIN	100	K	AUD	2009-06-16	600	0	0	0
AU	Airline Handled	2009-10-14	DCO	7E+07 01	02301542121	081	SYD	AKL	2	K	AUD	2009-06-26	120	0	0	0
AU	Airline Handled	2009-10-14	DCR	7E+07 01	02301542121	081	SYD	AKL	2	K	AUD	2009-06-26	120	0	0	0
AU	Airline Handled	2009-12-08	DCO	7E+07 01	02300132623	081	SYD	AKL	8	K	AUD	2009-06-22	120	0	0	0
AU	Airline Handled	2009-12-08	DCR	7E+07 01	02300132623	081	SYD	AKL	8	K	AUD	2009-06-22	120	0	0	0
AU	Airline Handled	2009-08-20	DCO	7E+07 01	02300132623	081	SYD	JNB	1596	K	AUD	2009-06-25	7980	0	0	0
AU	Airline Handled	2009-08-20	DCR	7E+07 01	02300132623	081	SYD	JNB	1596	K	AUD	2009-06-25	7980	0	0	0
AU	Airline Handled	2009-08-21	DCO	7E+07 01	02300132623	081	SYD	FRA	9	K	AUD	2009-06-23	4500	0	0	0
AU	Airline Handled	2009-08-21	DCR	7E+07 01	02300132623	081	SYD	FRA	9	K	AUD	2009-06-23	450	0	0	0
AU	Airline Handled	2009-12-15	DCO	7E+07 01	02300132623	081	SYD	FRA	1.5	K	AUD	2009-06-23	4500	0	0	0
AU	Airline Handled	2009-12-15	DCR	7E+07 01	02300132623	081	SYD	FRA	1	K	AUD	2009-06-23	4000	0	0	0
AU	Airline Handled	2009-08-20	DCO	7E+07 01	02300132623	081	SYD	JNB	100	K	AUD	2009-06-26	850	0	0	0
AU	Airline Handled	2009-08-20	DCR	7E+07 01	02300132623	081	SYD	JNB	100	K	AUD	2009-06-26	850	0	0	0
AU	Airline Handled	2009-12-10	DCO	7E+07 01	02300132623	081	SYD	AKL	3	K	AUD	2009-06-30	120	0	0	0
AU	Airline Handled	2009-12-10	DCR	7E+07 01	02300132623	081	SYD	AKL	2	K	AUD	2009-06-30	100	0	0	0

Ready NUM



## 4.7.1 Reporting of Reason Code

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

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 screenshot shows a web browser window with the URL <https://casslink-t...>. The browser's address bar and tabs are visible. The web application has a blue header with the IATA logo. Below the header, the user is logged in as 'User: Rod\_Best' and the CASS operation is set to 'UTOPIA'. The main content area is titled 'Correction Statistics'. On the left, there is a sidebar menu with the following items: Input Services, Processing, Output Services, Correction Services (expanded), Master Files, Stock Management, User Maintenance, Toolbox, Airline Toolbox, and Agent Toolbox. Under 'Correction Services', the options are: Correction Report, Add Correction, View Corrections, and Correction Statistic. The main area contains a form for generating the report. It includes a dropdown menu for 'Airline' set to '802-Airline 2', a 'Report period' section with 'From: 2016-01-01' and 'To: 2016-05-01', a checkbox for 'Show agents' which is checked, and a 'Create report' button.



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.

CASS Operation	Airline Prefix	Agent Code	Branch Location	Reason Code Type	Reason Code Number	Reason Code	# Corrections
AU	998	0239999	2222	Weight	11	Incorrect Chargeable Weight	2
AU	998	0239999	2222	Weight	12	Incorrect Volume Weight	2
AU	998	0239999	2222	Rate	20	Incorrect Contract Rate	4
AU	998	0239999	2222	Rate	24	Contract Rate not Applied	6
AU	998	0239999	2222	Weight	11	Incorrect Chargeable Weight	2
AU	998	0239999	2222	Rate	25	Spot/Ad-hoc Rate not Applied	8
AU	998	0239999	2222	Rate	20	Incorrect Contract Rate	2
AU	998	0239999	2222	Weight	11	Incorrect Chargeable Weight	2
AU	998	0239999	2222	Rate	20	Incorrect Contract Rate	10
AU	998	0239999	2222	Rate	21	Incorrect Spot or Ad-hoc Rate	4
AU	998	0239999	2222	Rate	25	Spot/Ad-hoc Rate not Applied	14
AU	998	0239999	2222	Rate	25	Spot/Ad-hoc Rate not Applied	2
AU	998	0239999	2222	Other	99	Other	2
AU	998	0239999	2222	Due Carrier	34	Incorrect OtherCharges Due Carrier	92
AU	998	0239999	2222	Other	99	Other	2
AU	998	0239999	2222	Weight	11	Incorrect Chargeable Weight	2
AU	998	0239999	2222	Other	99	Other	2
AU	998	0239999	2222	Due Carrier	32	Incorrect Fuel Surcharge	2
AU	998	0239999	2222	Due Carrier	34	Incorrect OtherCharges Due Carrier	2
AU	998	0239999	2222	Rate	20	Incorrect Contract Rate	4
AU	998	0239999	2222	Weight	11	Incorrect Chargeable Weight	2



## 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.

User: Rod\_Best CASS operation: UTOPIA Sign out Home H

998-Utopian Airways New Save Delete

☒ Active Only

Office Address	Additional Address	Options	Local Setup	Stock Management	Financial	Invoice Info.	Memo
<p>Prefix: 998 Branch Code: (Optional)</p> <p>Airline Name: Utopian Airways *</p> <p>Address: Utopian Circuit *</p> <p>Visiting address:</p> <p>City: Utopia City Airport *</p> <p>Country: Utopia *</p> <p>Attention: Howard Hughes</p> <p>Phone: 12 98765430</p> <p>Fax:</p> <p>E-mail: utopianairways@utopian.ut</p> <p>SITA:</p> <p>VAT number: Cass startdate: 2012-01-01 Cass enddate:</p> <p>GSA:</p> <p>No commission: <input type="checkbox"/> Commission: 0 Standard Commission: 5 %</p> <p>Accept online: <input checked="" type="checkbox"/></p> <p>Corrections:</p> <p>* = Presented on CASS Output</p>							

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.



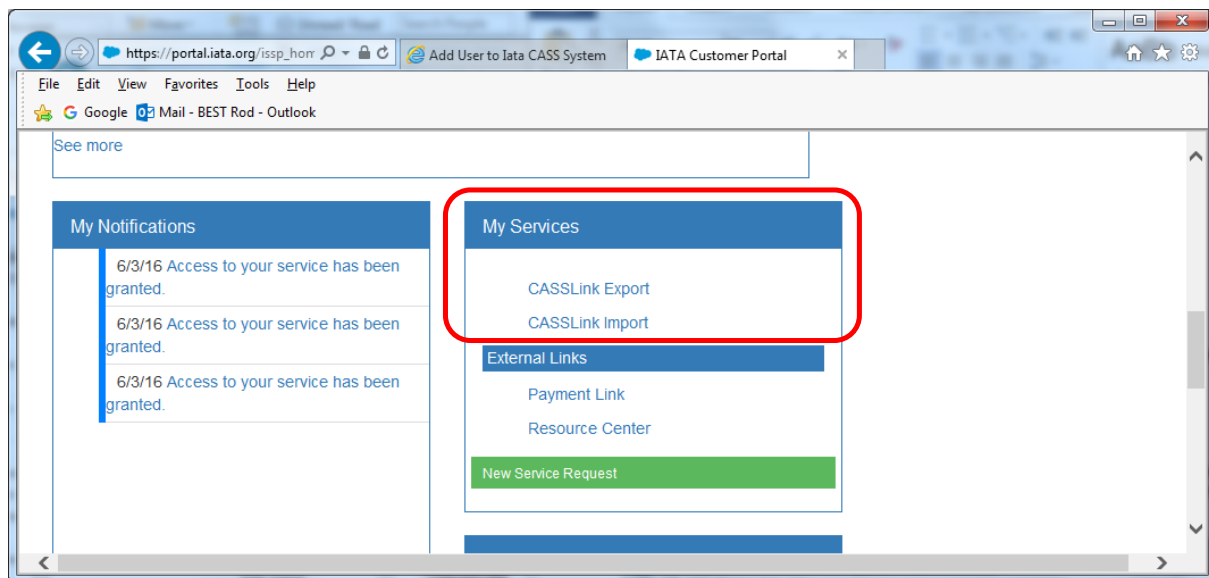
## 6. User Maintenance

### 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".



### 6.2. Multi-Country/Operation Access

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.

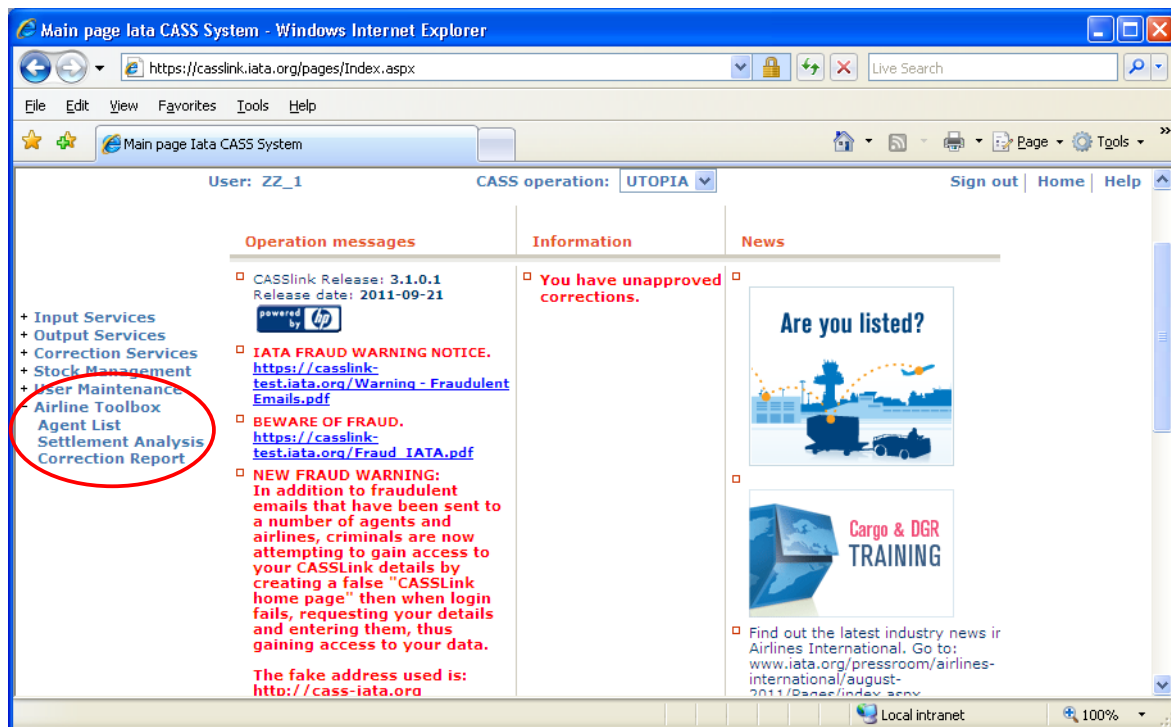


There is no limit to the number of Users an Airline may have in CASSLink (within reason). Further, because of menu options, it is recommended that individuals have their own Username, rather than sharing with another person.

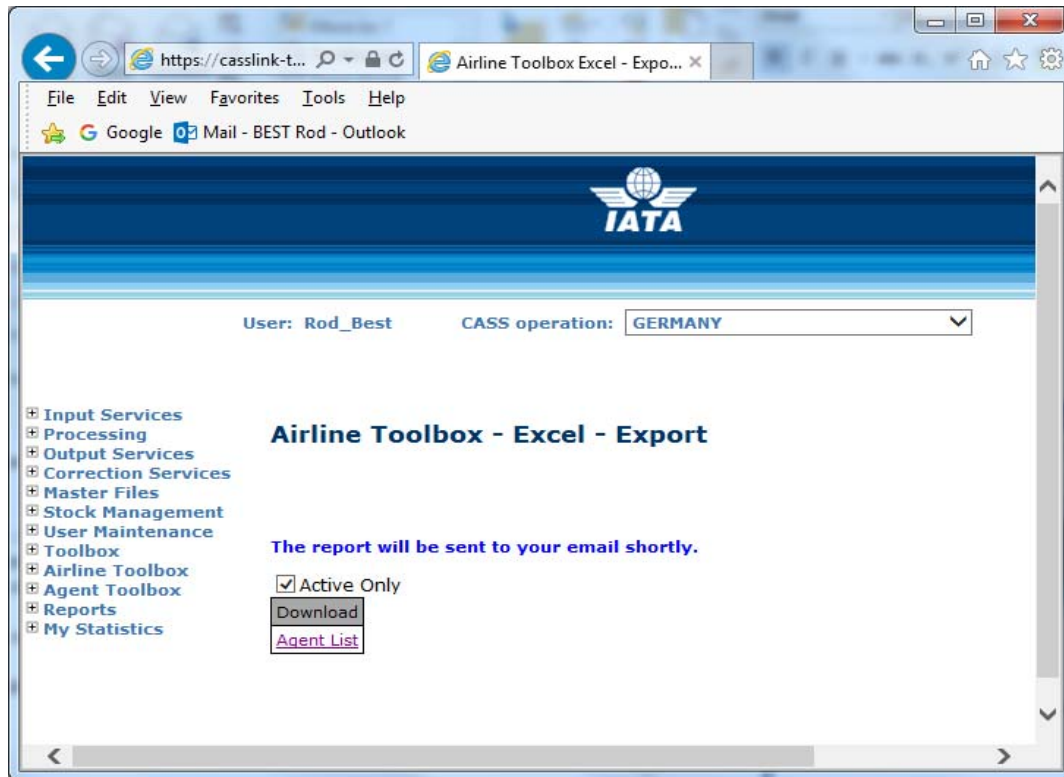
## 7. Airline Toolbox

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.

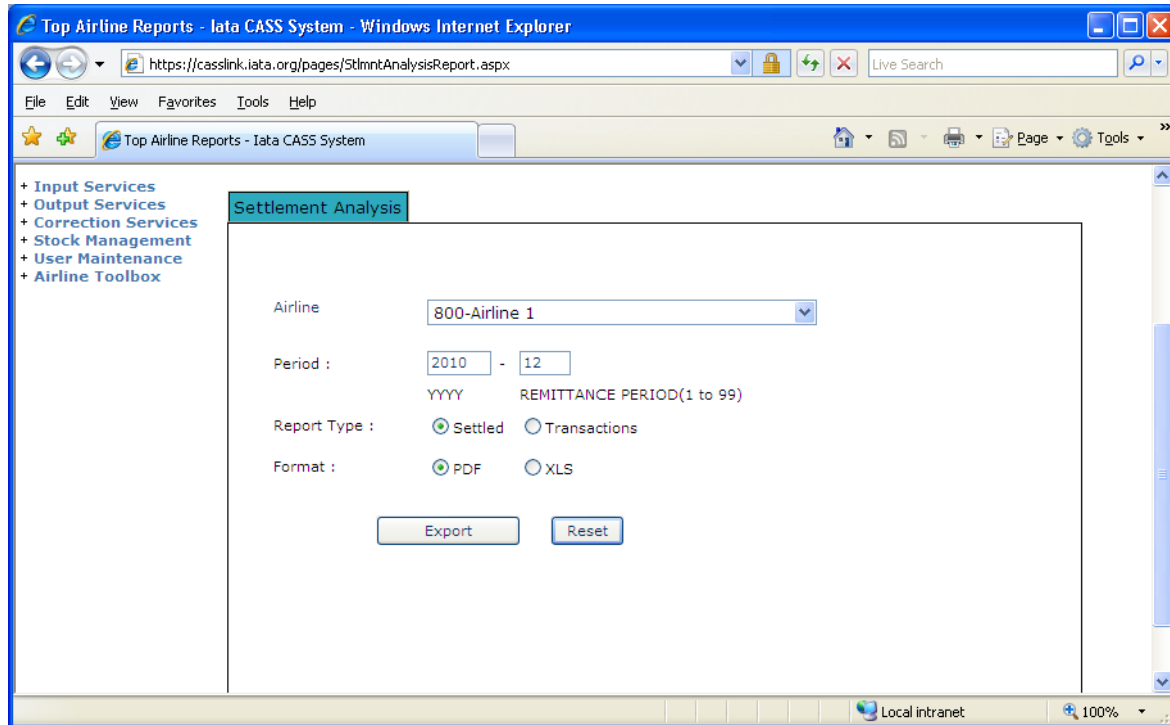
This xls report will be emailed to the User's email address in a zip folder.

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 screenshot shows a web browser window titled "Top Airline Reports - Iata CASS System - Windows Internet Explorer". The address bar displays the URL "https://casslink.iata.org/pages/StlmtAnalysisReport.aspx". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar shows various icons for navigation and printing. The main content area is titled "Settlement Analysis" and contains the following fields and controls:

- Airline:** A dropdown menu with "800-Airline 1" selected.
- Period:** Two input boxes containing "2010" and "12", separated by a hyphen. Below them, the text "YYYY REMITTANCE PERIOD(1 to 99)" is displayed.
- Report Type:** Two radio buttons, "Settled" (selected) and "Transactions".
- Format:** Two radio buttons, "PDF" (selected) and "XLS".
- Buttons:** "Export" and "Reset" buttons.

The left sidebar contains a list of menu items: "Input Services", "Output Services", "Correction Services", "Stock Management", "User Maintenance", and "Airline Toolbox". The status bar at the bottom indicates "Local intranet" and "100%".

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.

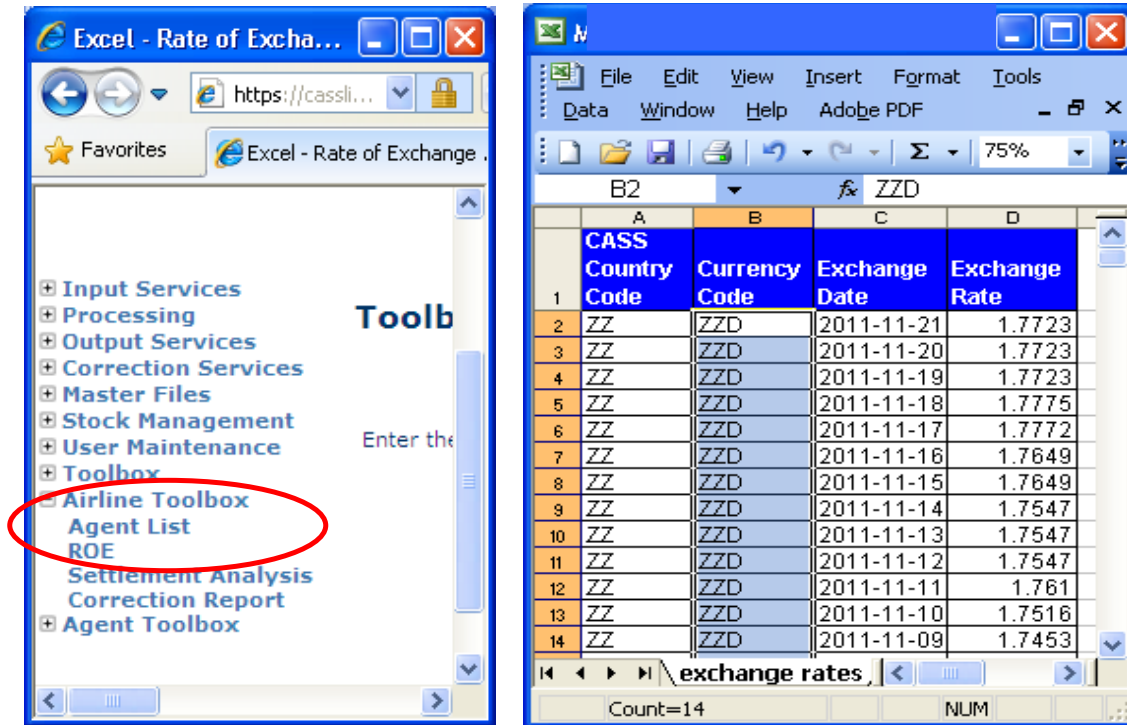
### 7.3. ROE (Rate of Exchange) Report

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.

#### Toolbox - Excel - Rate of Exchange - Export

Enter the date range to export exchangerate(s). Data format: (YYYY-MM-DD).

From:  To:



	CASS Country Code	Currency Code	Exchange Date	Exchange Rate
1				
2	ZZ	ZZD	2011-11-21	1.7723
3	ZZ	ZZD	2011-11-20	1.7723
4	ZZ	ZZD	2011-11-19	1.7723
5	ZZ	ZZD	2011-11-18	1.7775
6	ZZ	ZZD	2011-11-17	1.7772
7	ZZ	ZZD	2011-11-16	1.7649
8	ZZ	ZZD	2011-11-15	1.7649
9	ZZ	ZZD	2011-11-14	1.7547
10	ZZ	ZZD	2011-11-13	1.7547
11	ZZ	ZZD	2011-11-12	1.7547
12	ZZ	ZZD	2011-11-11	1.761
13	ZZ	ZZD	2011-11-10	1.7516
14	ZZ	ZZD	2011-11-09	1.7453

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?

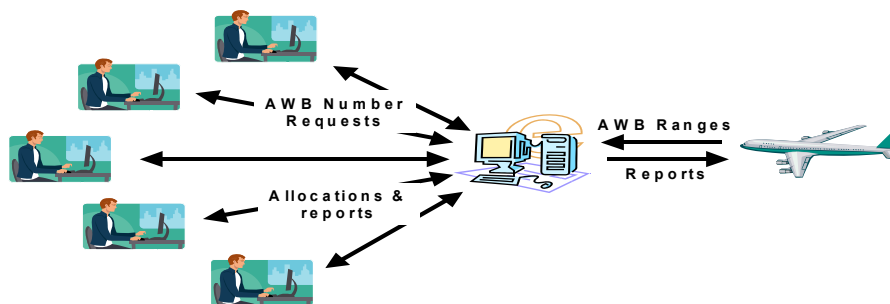
If the answer is YES, then the CASSLink Stock Management system is your solution

#### 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

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	The Period for which AWB documents are being processed in CASS. There may be one or two Billing Periods for a single Remittance Period
CASS	Cargo Accounts Settlement System
CASS Associate	Freight Forwarder sponsored by a CASS Airline to join the CASS program
CASSLink	Global processing system used by IATA for processing Airline billing documents.
CCA	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.
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 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
DCM	Debit Credit Memo – Correction document used to amend Net/Net sales
Remittance	Payment by Agents to CASS for payment of CASS Billing of AWB's, CCA's & DCM's
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.
SCU	Standard Charging Unit ie. AWB or correction document processed in CASS
Settlement	Payment to Airlines by CASS
SFTP	Secure File Transfer Protocol
Upload	The process used by Airlines to enter electronic billing files into CASSLink each Billing Period
Username	Log-in identification to access CASSLink



## 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

Question	Answer
What is the CASSLink website address?	<a href="https://casslink.iata.org">https://casslink.iata.org</a> . Don't forget the https, as this is a <i>Link</i> to a secure website.
I don't have access to CASSLink?	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.
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 CASSLink 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 <i>Link</i> a single Username login to all your CASS locations. Contact your Customer Service Center to enable these <i>Links</i> .
We have offices in other countries. Can I access their output from my Username login?	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 <i>Links</i> .
What reports are available?	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).
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 credit refund to you. Alternatively, go to Correction Services and request a credit online. The

	Airline will then Accept or Reject your request in CASSLink, 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, 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.

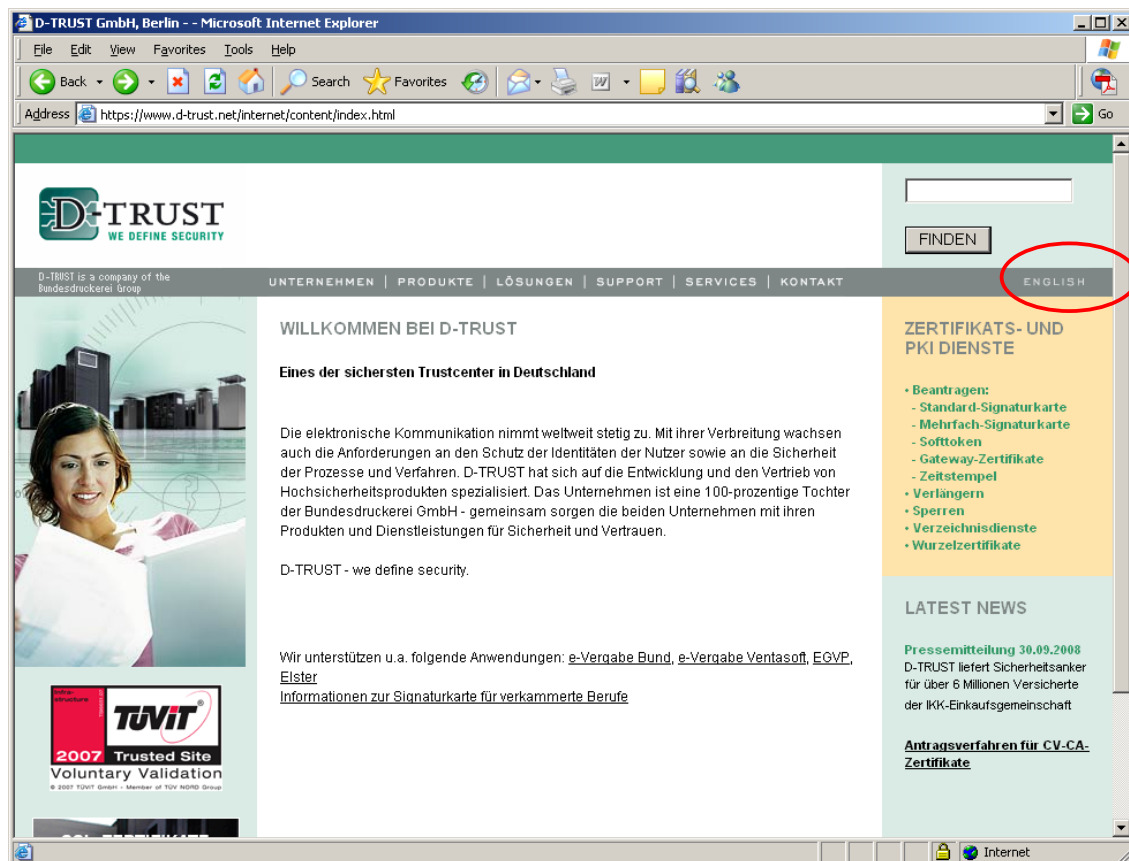
## Appendix C – Trust Certificates

### Loading Trust Certificates Into Your Adobe Viewer Application

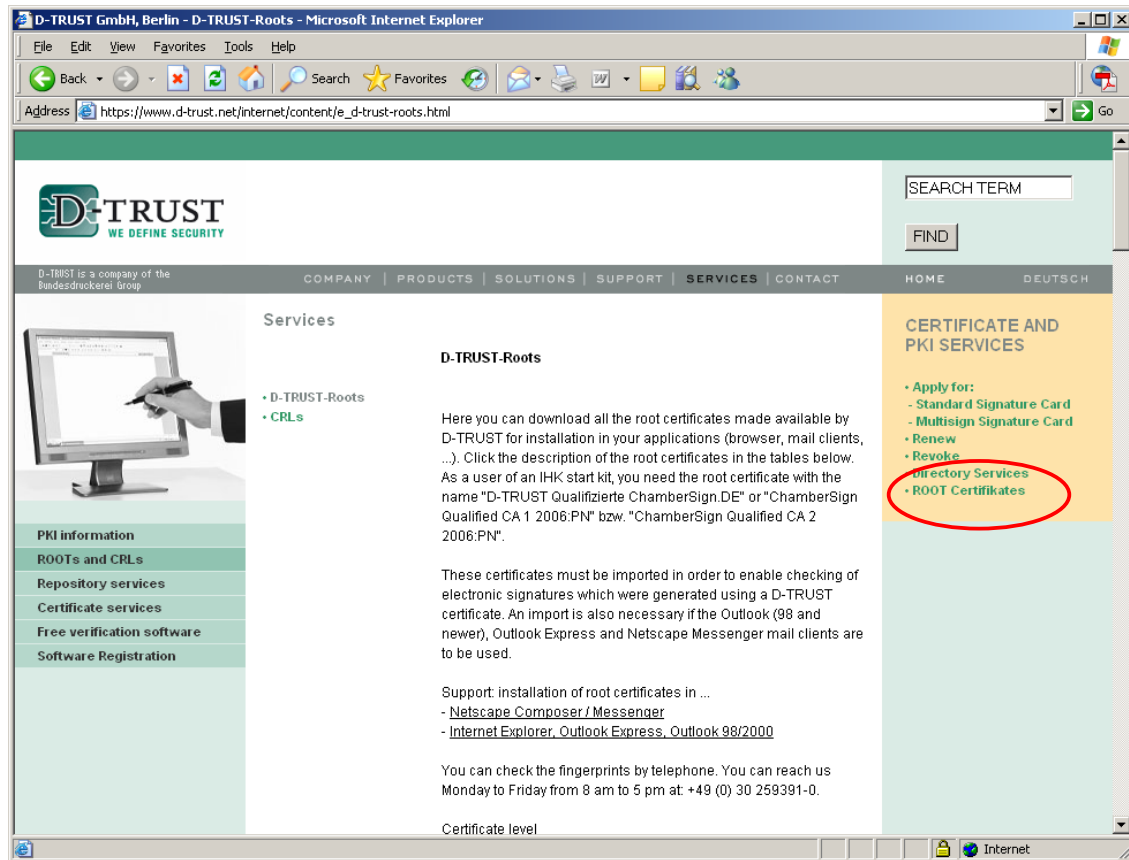
For a number of EU countries, it is a requirement of EU Directive 115 that all CASSLink invoices be digitally signed. The following instructions allow invoice recipients to verify the signatures embedded in the CASSLink PDF Invoice documents. Signature verification requires Adobe Reader version 8.0 or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

Download the certificates from the D-Trust website by going to the [www.d-trust.net](http://www.d-trust.net)

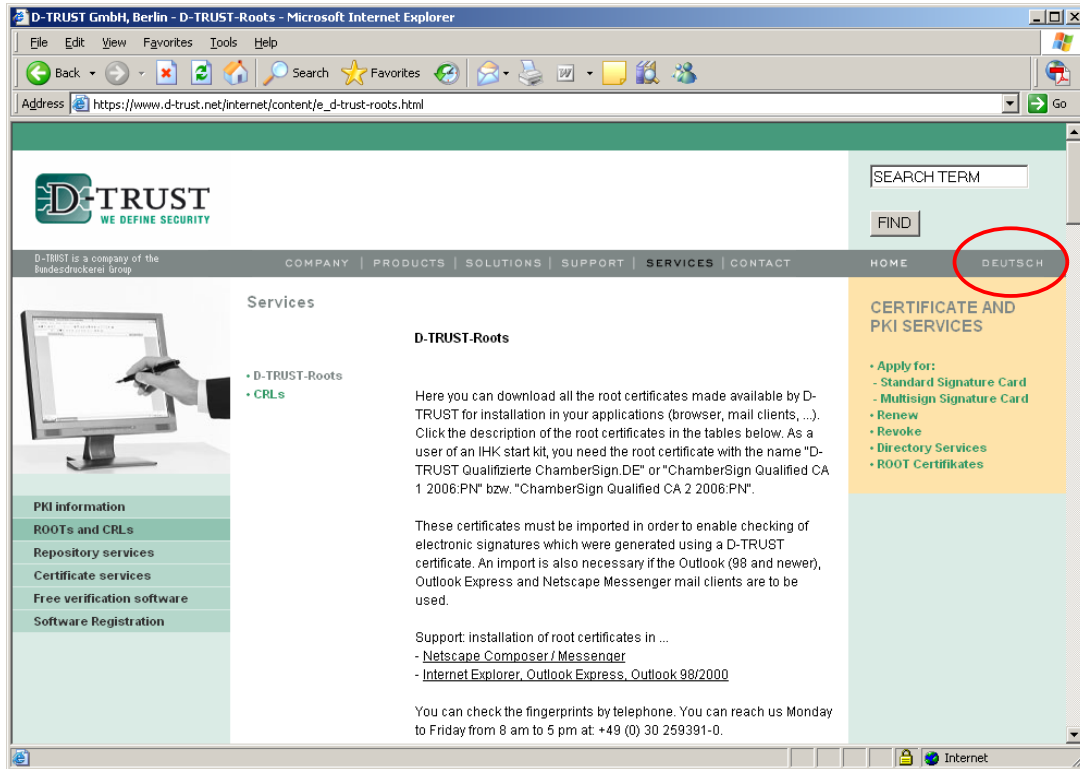
Choose the English language (top right hand corner)



Click on "ROOT Certifikates" (right hand side of page)

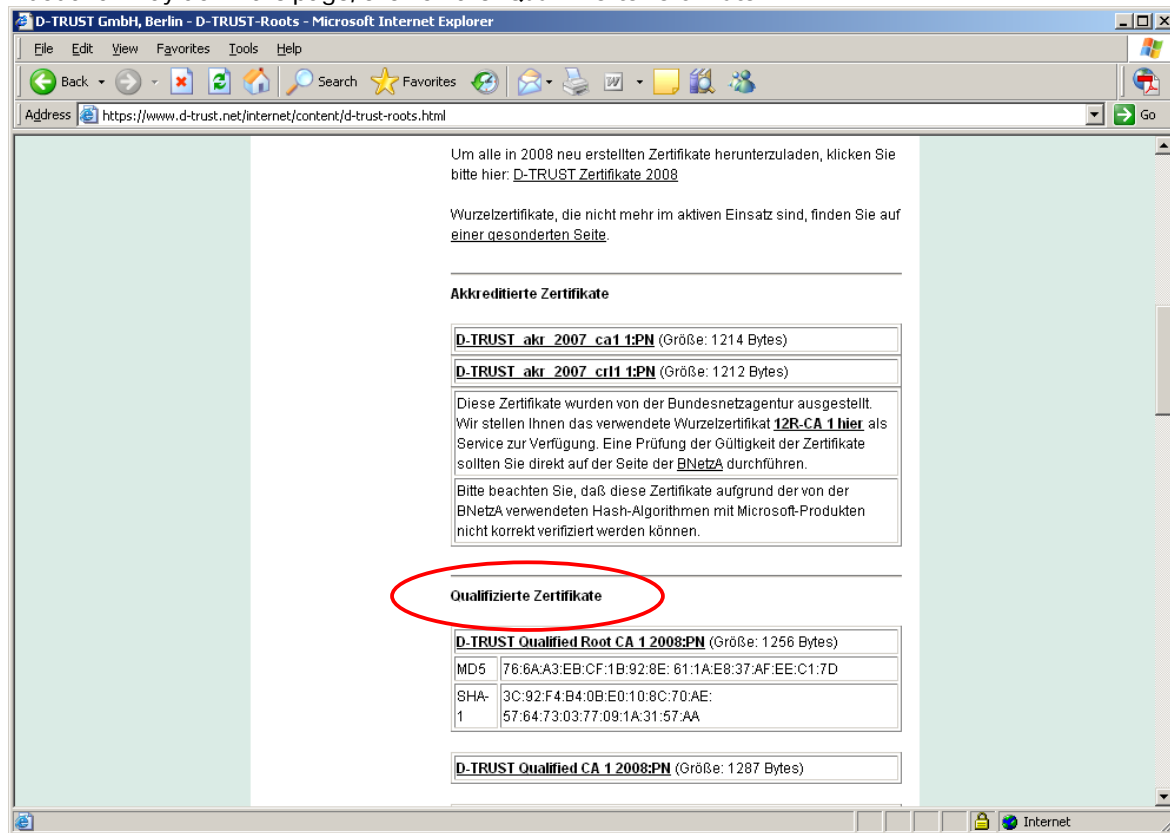


Click on German language (DEUTSCH)



(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



Um alle in 2008 neu erstellten Zertifikate herunterzuladen, klicken Sie bitte hier: [D-TRUST Zertifikate 2008](#)

Wurzelzertifikate, die nicht mehr im aktiven Einsatz sind, finden Sie auf [einer gesonderten Seite](#).

---

**Akkreditierte Zertifikate**

<b>D-TRUST_akt_2007_ca1 1:PN</b>	(Größe: 1214 Bytes)
<b>D-TRUST_akt_2007_cr11 1:PN</b>	(Größe: 1212 Bytes)

Diese Zertifikate wurden von der Bundesnetzagentur ausgestellt. Wir stellen Ihnen das verwendete Wurzelzertifikat **12R-CA 1 hier** als Service zur Verfügung. Eine Prüfung der Gültigkeit der Zertifikate sollten Sie direkt auf der Seite der [BNetzA](#) durchführen.

Bitte beachten Sie, daß diese Zertifikate aufgrund der von der BNetzA verwendeten Hash-Algorithmen mit Microsoft-Produkten nicht korrekt verifiziert werden können.

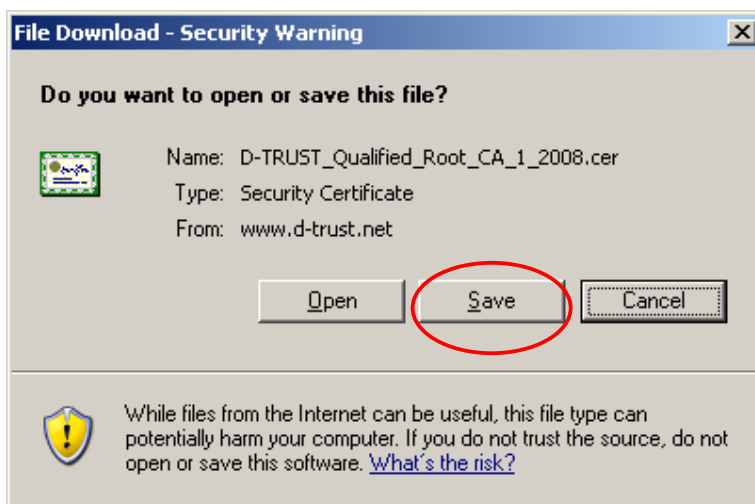
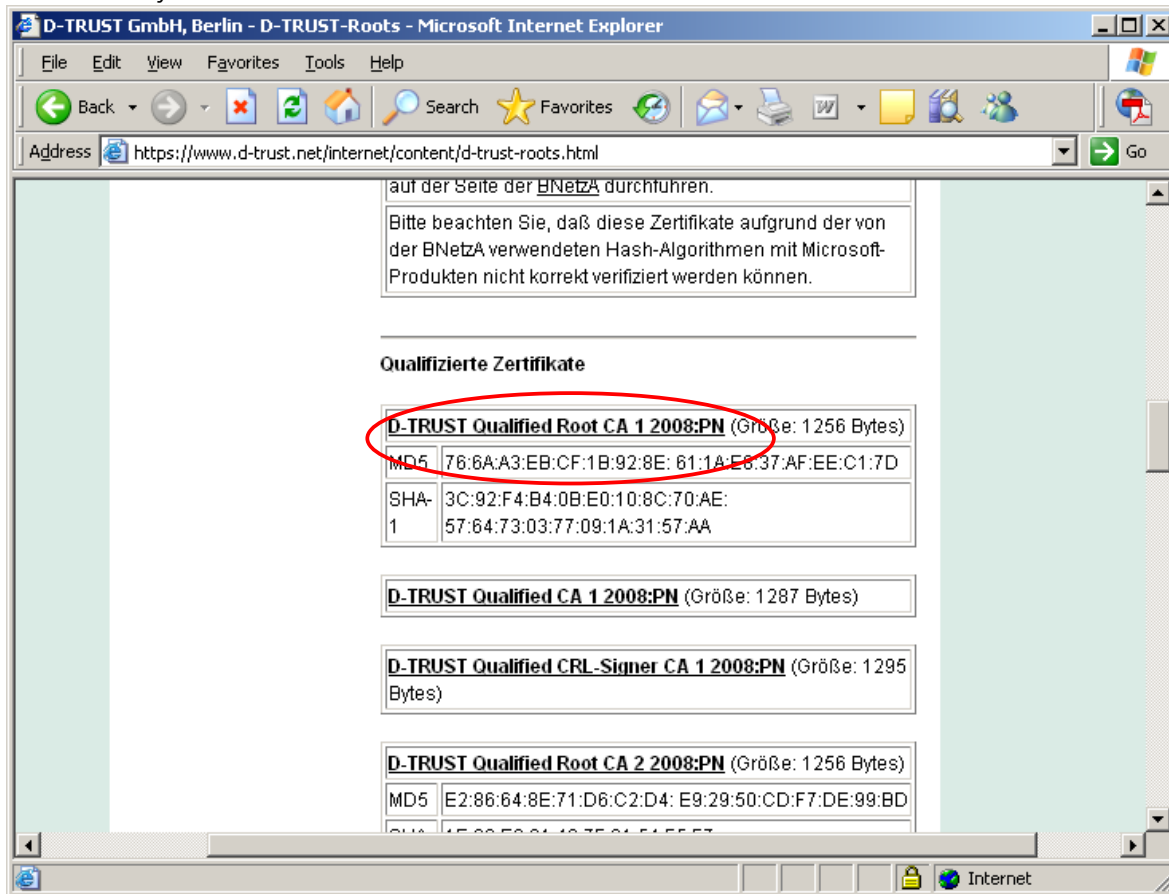
---

**Qualifizierte Zertifikate**

<b>D-TRUST Qualified Root CA 1 2008:PN</b> (Größe: 1256 Bytes)	
MD5	76:6A:A3:EB:CF:1B:92:8E: 61:1A:E8:37:AF:EE:C1:7D
SHA-1	3C:92:F4:B4:0B:E0:10:8C:70:AE: 57:64:73:03:77:09:1A:31:57:AA

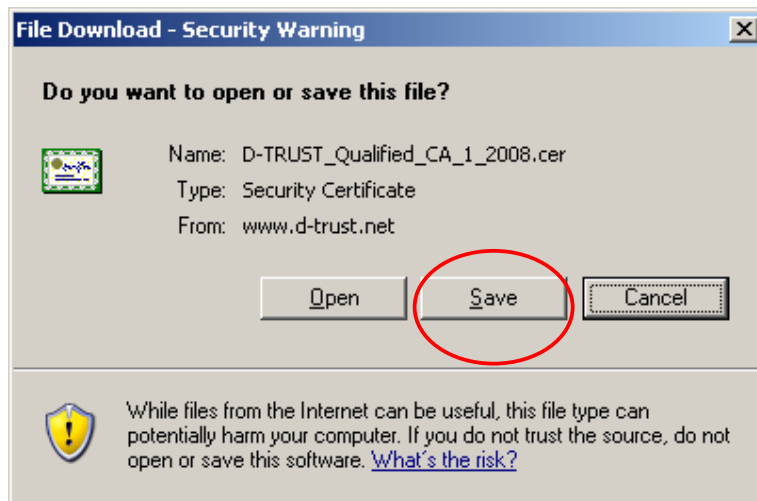
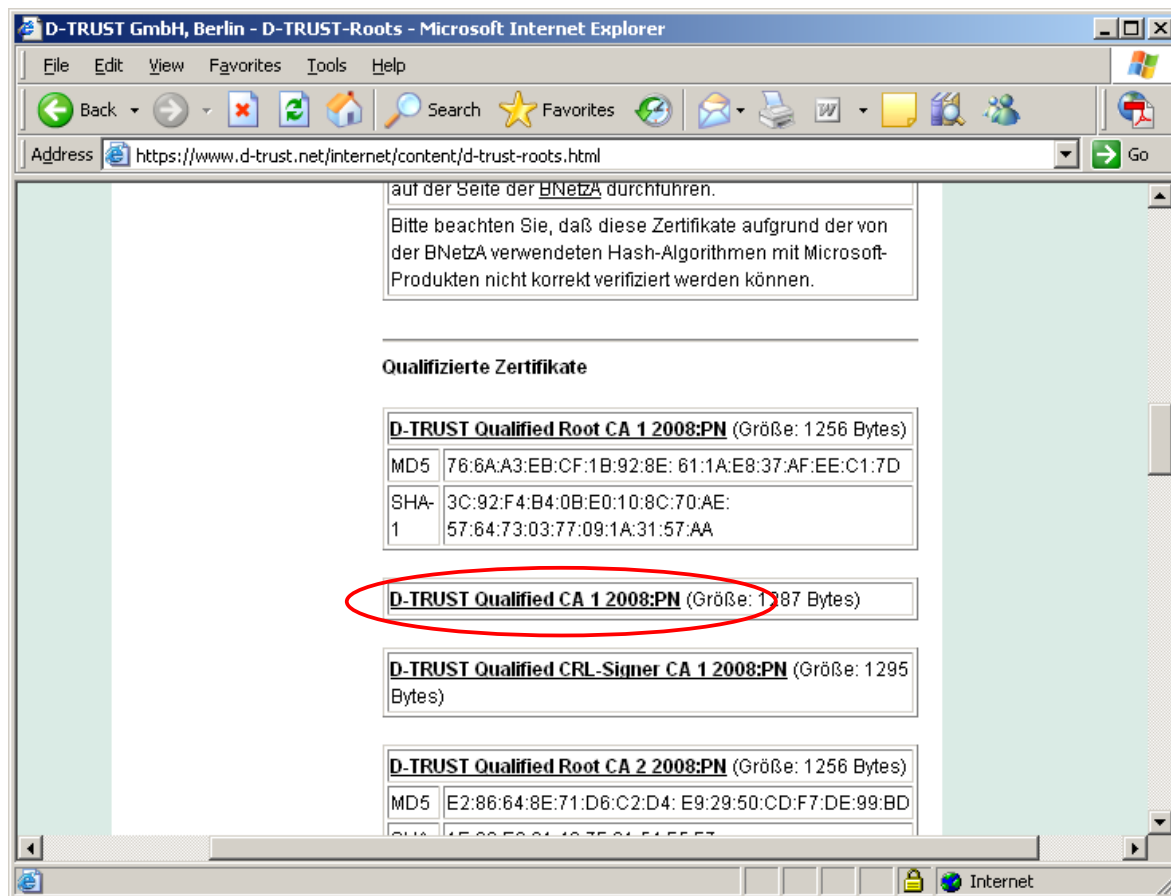
<b>D-TRUST Qualified CA 1 2008:PN</b> (Größe: 1287 Bytes)	
---	--

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



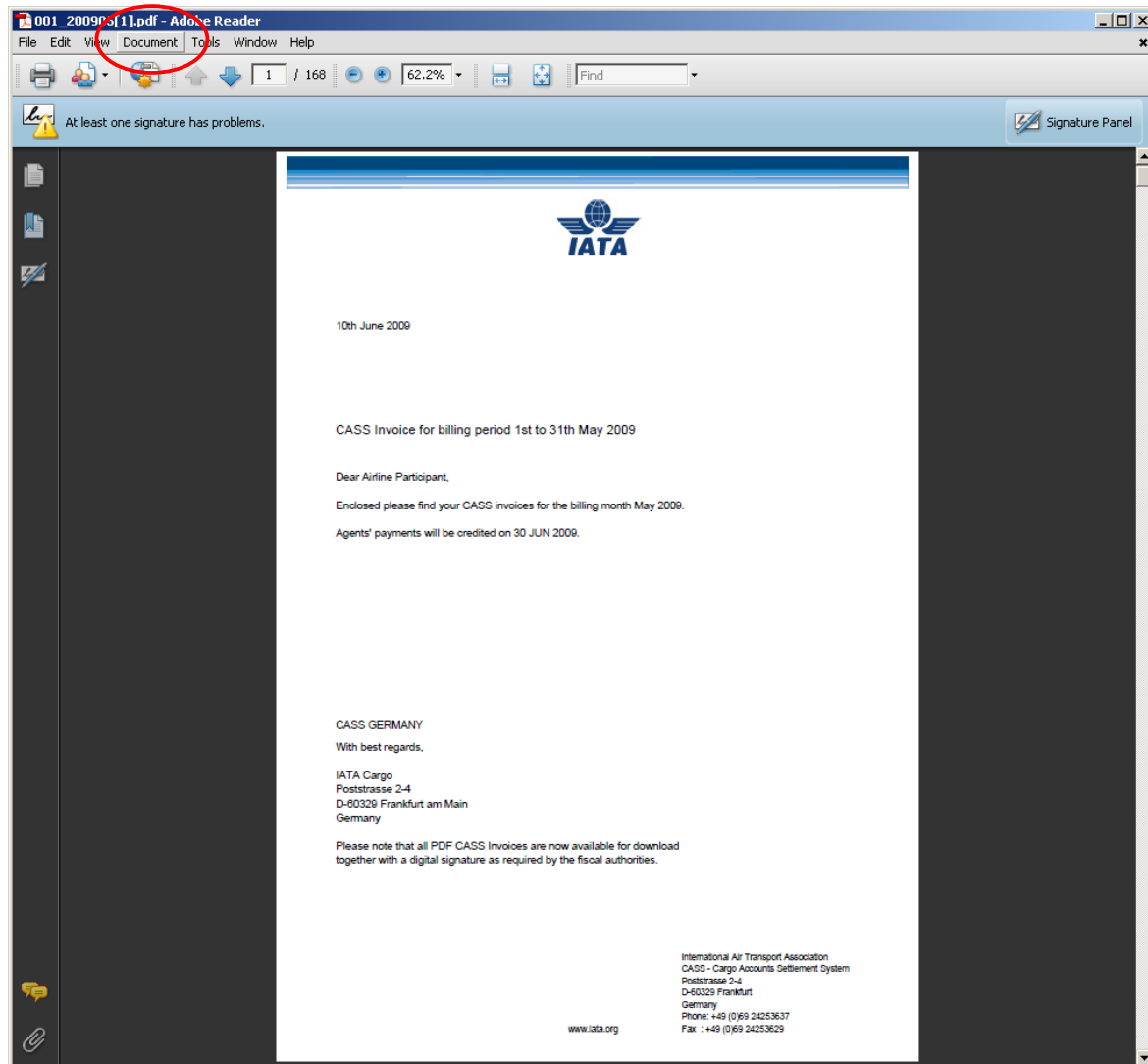


Click on the **"D-TRUST Qualified CA 1 2008:PN"** link to download the certificate and save to your local disk drive on your PC



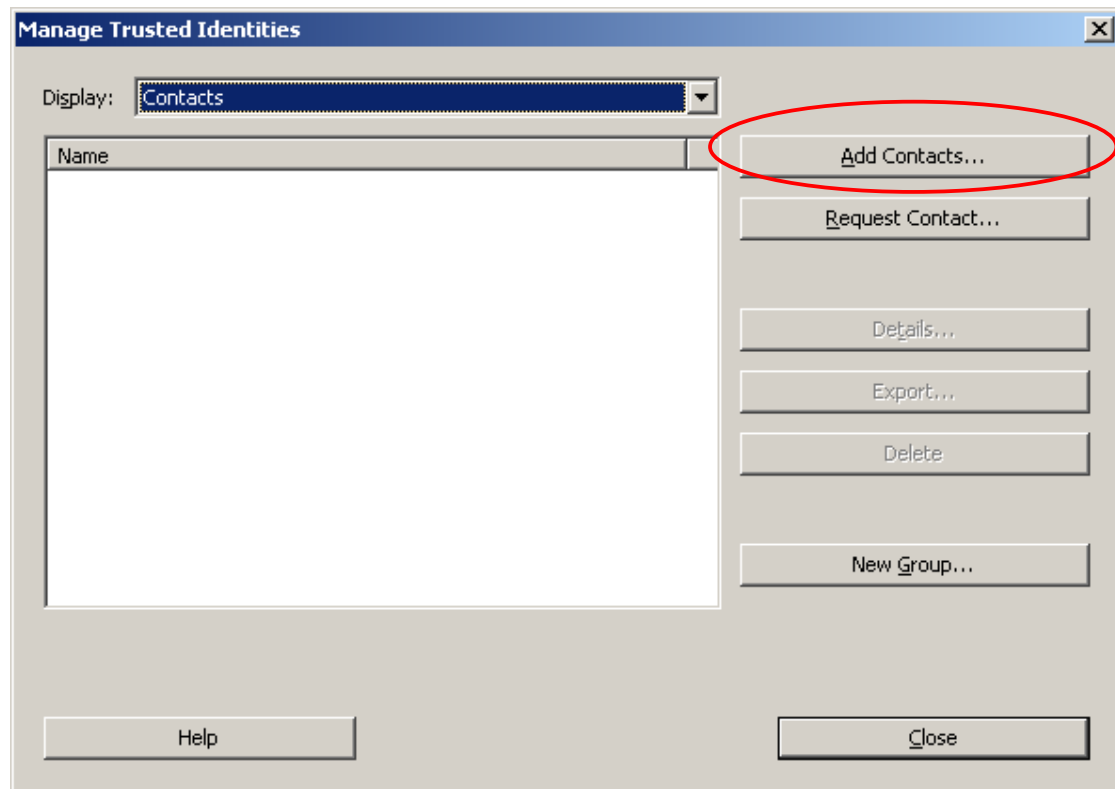


Within the Adobe Reader (open your signed PDF document), from the main menu along the top of the window, select "Document – Managed Trusted Identities..."

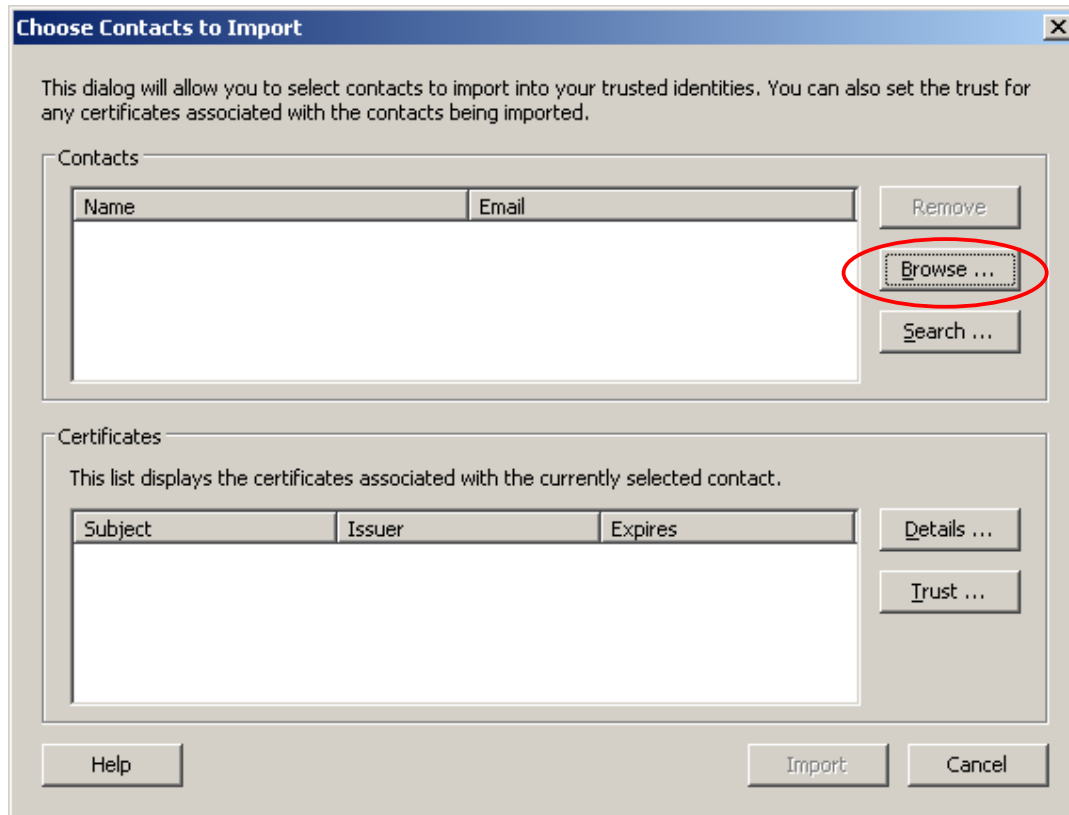




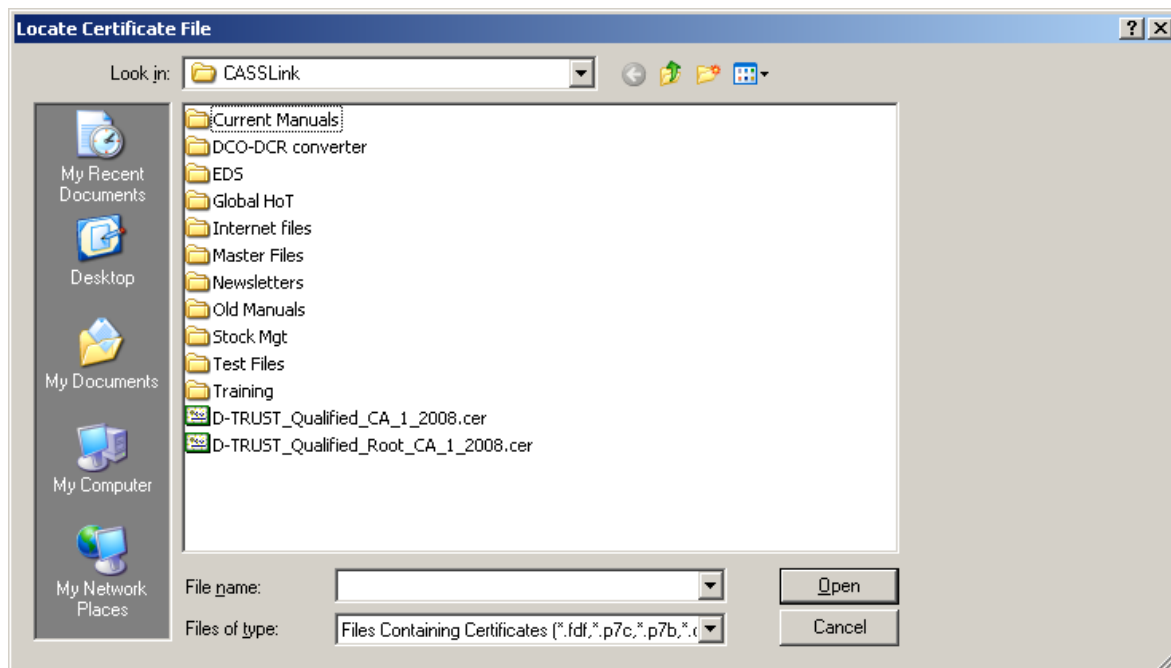
Click on the "Add Contacts..." button



Click on the "Browse..." button

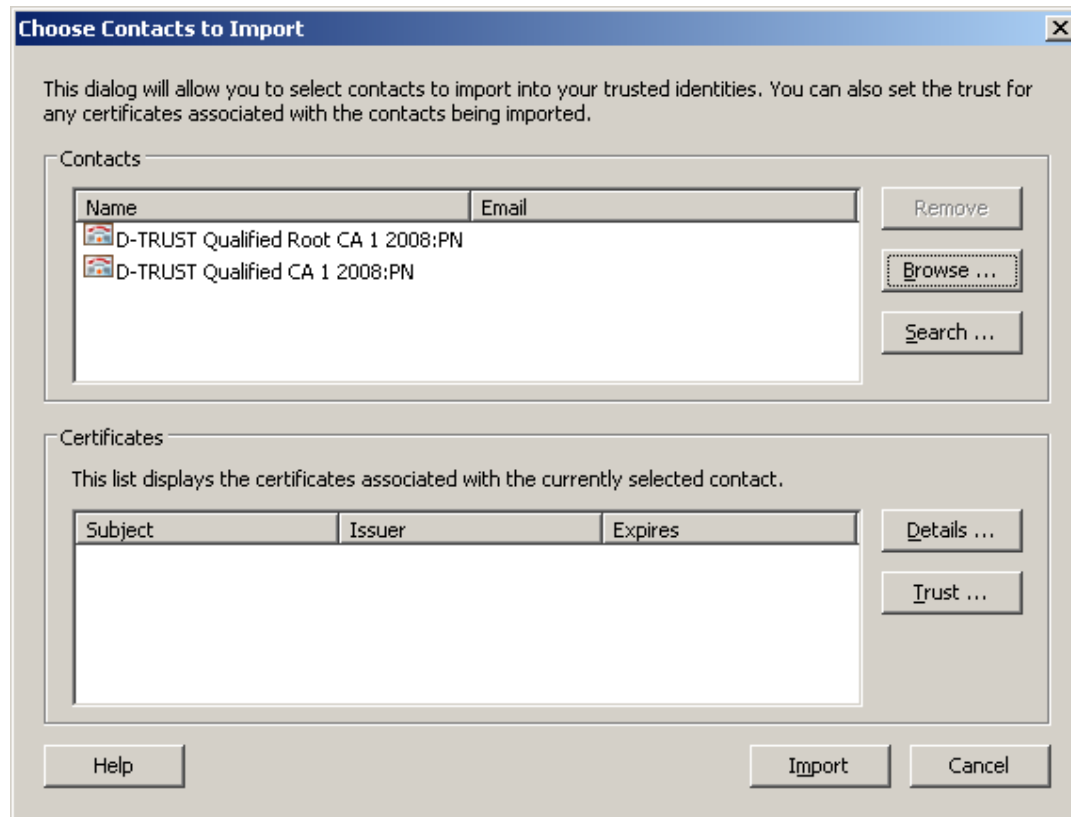


Browse to the location where the certificate files were saved to on your local disk drive



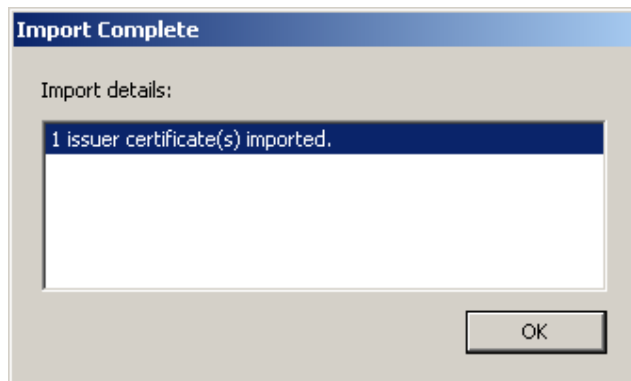
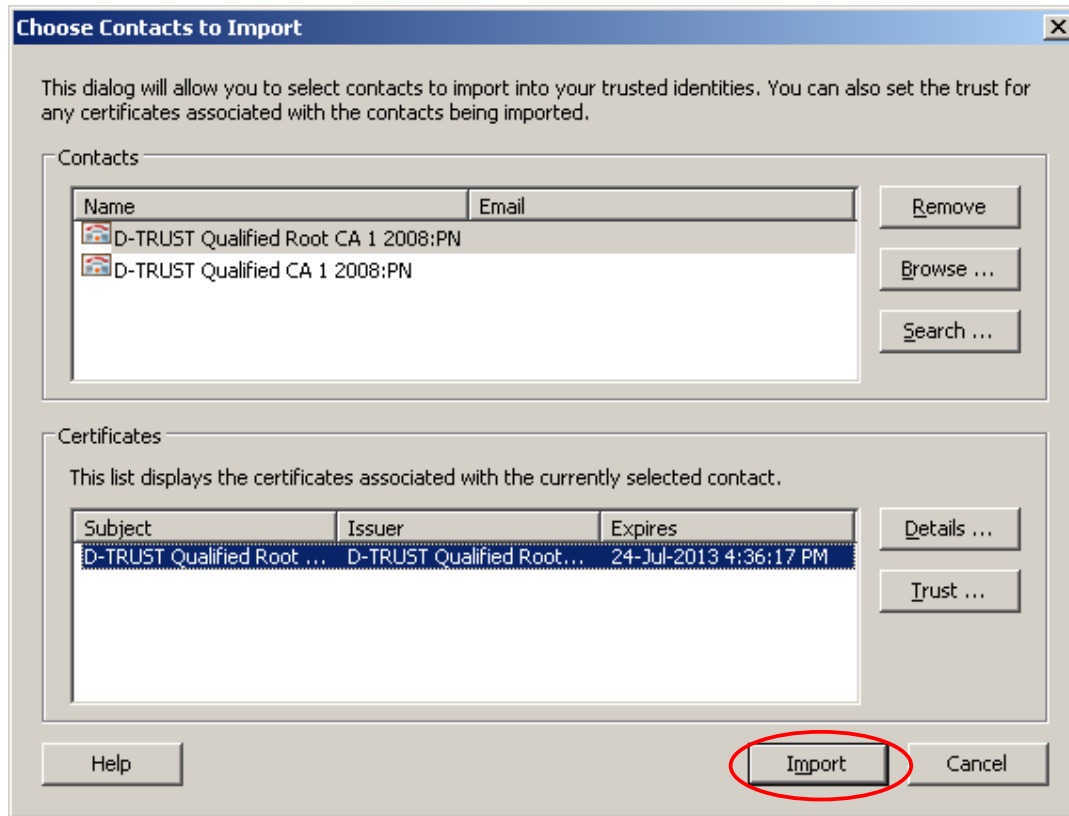
Select D-TRUST\_Qualified\_Root\_CA\_1\_2008.cer and click on the "Open" button. Then repeat for D-TRUST\_Qualified\_CA\_1\_2008.cer.

There are now two Certificates in the Contacts box.





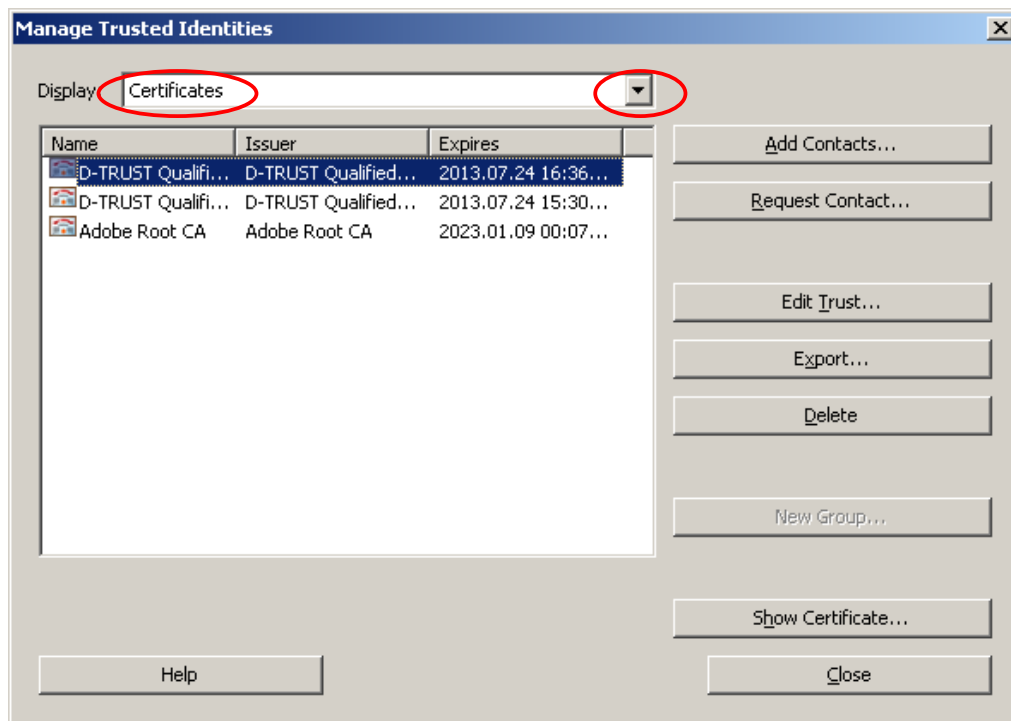
Select the entry in the Contacts pane and then click on the "Import" button



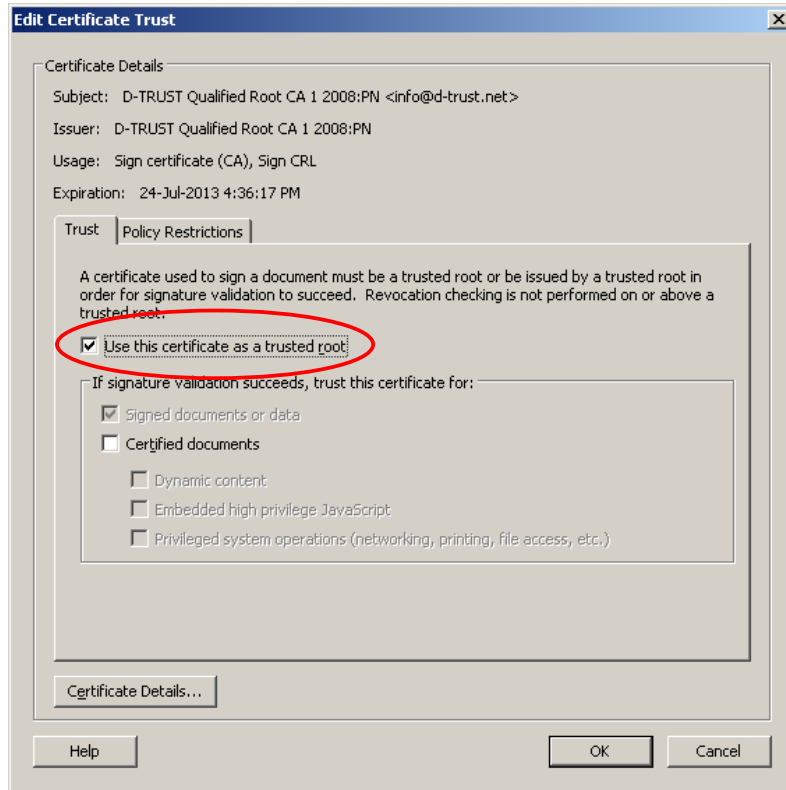
Repeat for the second of the certificate files saved to your local disk drive



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

