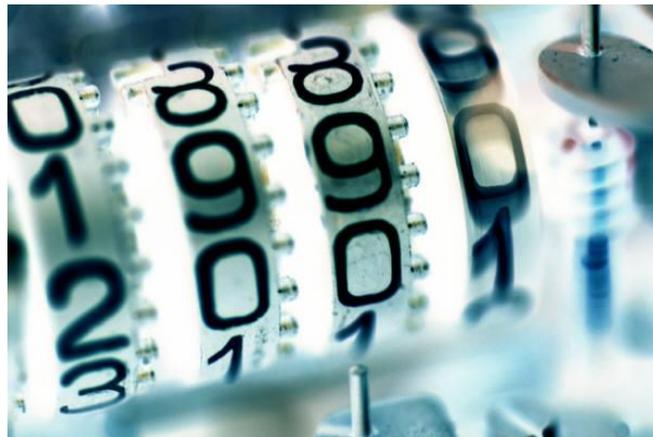




# ***CASSLink AWB Stock Management System***



**CASS & Airline**

**User Manual**

**Version 4.0**

*(for CASSLink Version 3.13.8)*

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## Introduction

Fully integrated within *CASSLink*, the “*CASSLink* AWB Stock Management System” simplifies the process of Airline issuance of Neutral AWB numbers to forwarders. The system is On-line and linked to the file upload mechanism, providing operational stock allocation information and AWB auditing capabilities.

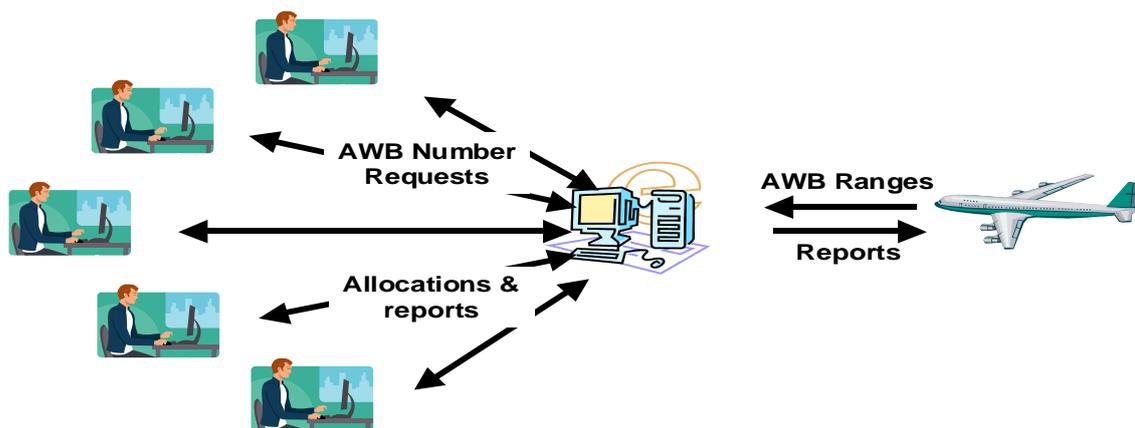
Airlines remain in control of their AWB Serial Numbers allocation through management of the volumes and maximum allocation levels within the system to each appointed agent.

The AWB Stock Management System is provided as an optional “pay as you use” service to Airlines.

### Key Features

- Carrier defined allocation relationships for each agent
- On-line dynamic reporting
- Agent on-line number request and allocation
- Auto generated allocation messages
- Agent branch or consolidated allocation option
- Low stock warnings
- Targeted audit of non-processed AWBs through on-demand reporting

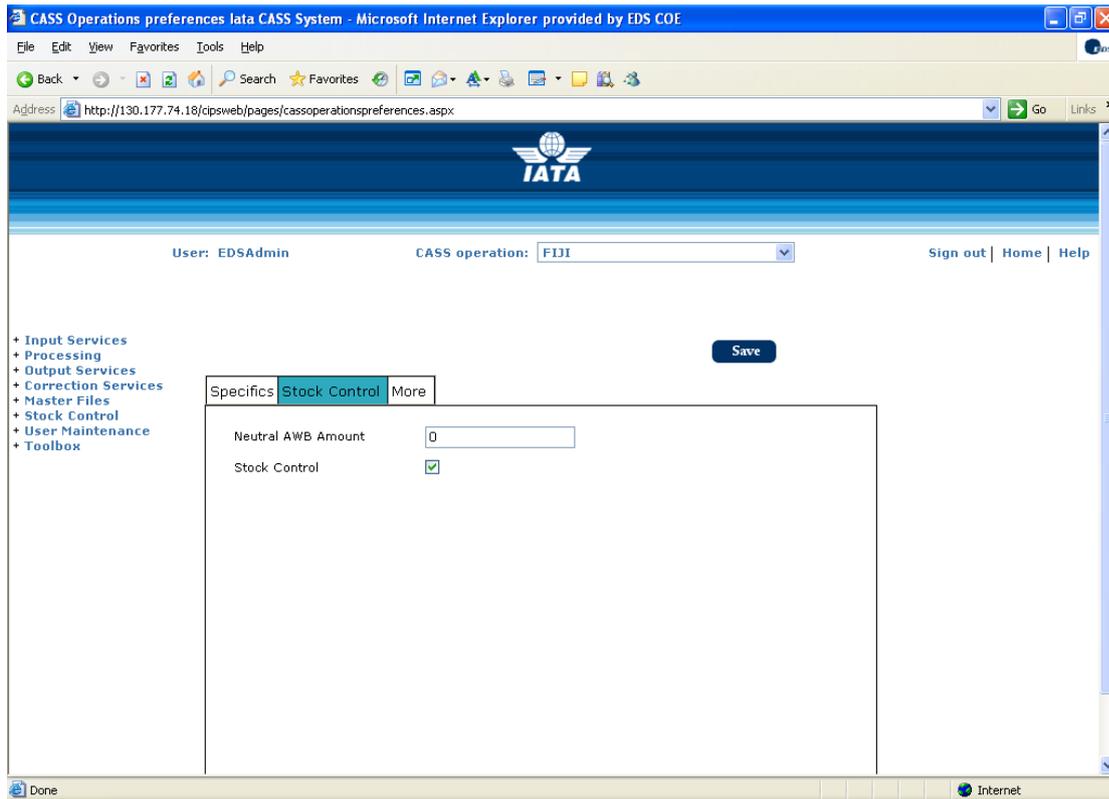
## ***CASSLink* AWB Stock Management System**



# 1. Initialising Stock Management

The Stock Maintenance menu items are only visible in CASS operations where the Stock Maintenance checkbox is set in Master Files – CASS Operations.

The Neutral AWB Amount is currently used for Belgium and Japan only. In these operations, Airlines refund an amount per AWB to selected agents, via *CASSLink* invoice.



## 2. Airline Activation

### 2.1 Activating Airlines in the Stock scheme

Airlines are set up for the stock scheme through the master files the Stock Maintenance Tab.

126-P T GARUDA INDONESIA LIMITED [New] [Save] [Delete]

| Office Address   | Additional Address | Options | Local Setup | Stock Management | Financial | Invoice Info. | Memo |
|--|--------------------|---------|-------------|------------------|-----------|---------------|------|
| <p>Stock Management <input checked="" type="checkbox"/></p> <p>Global Range <input type="text"/></p> <p>Separate Express Ranges <input type="checkbox"/></p> <p>Standard Allocation <input type="text" value="25"/></p> <p>Range Warning Level <input type="text" value="150"/></p> <p>Stock Email <input type="text" value="bestr@iata.org"/></p> <p>Allow <input checked="" type="checkbox"/> Unrated <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D</p> <p>Stock Email <input type="checkbox"/> XML Email</p> <p>Lock Allocation <input checked="" type="checkbox"/> Lock Allocation</p> |                    |         |             |                  |           |               |      |

**Stock Management** Setting this checkmark will activate the airline as a stock airline. A relationship will be created for all existing stock agents (see below).

**Global Range** Entering a COUNTRY CODE will disable the functionality to assign number series for this airline in this country (see 1). Instead numbers will be allocated from a mega range set for this airline in the country stated in the box.

**Separate Express Ranges** By setting this checkmark the stock airline will be able to enter a second range of numbers from which the agents can select. This could be used for EXPRESS or even PRE-PRINTED AWBs.

**Standard Allocation** Relationships will be created for all existing stock agents with this amount as default allocation and as maximum allowed unused

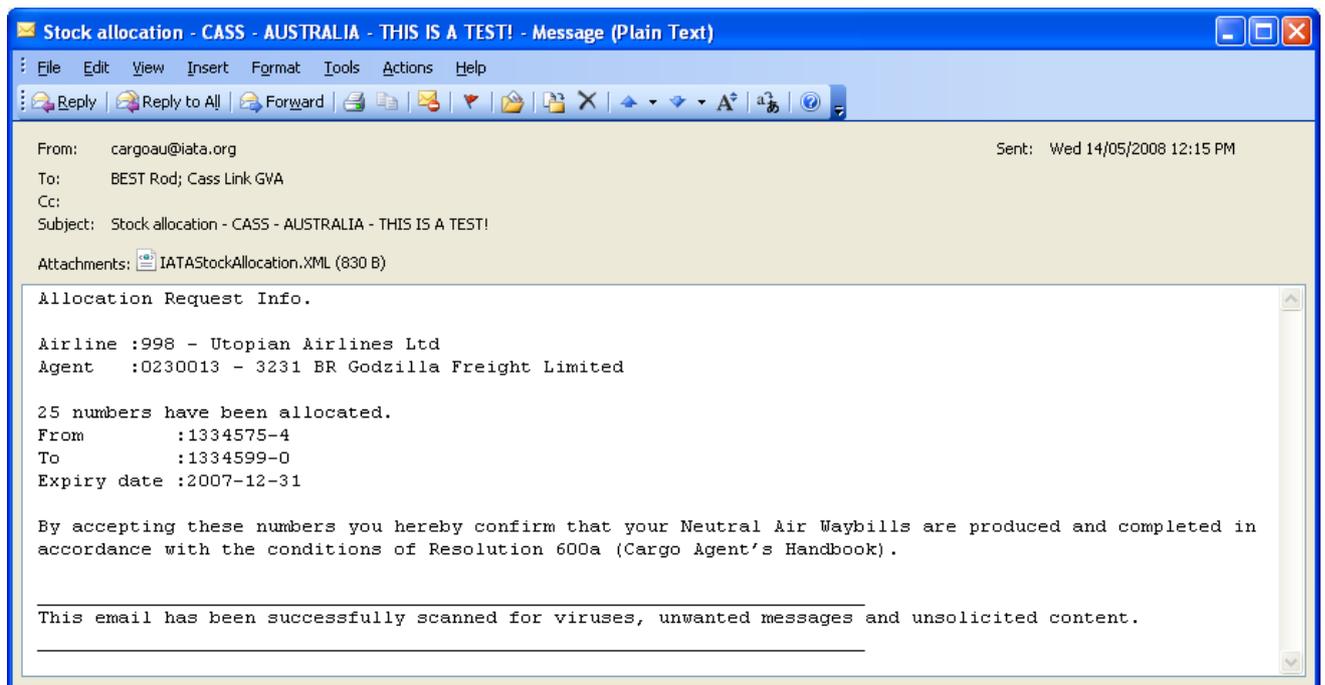
numbers. Carriers can adjust as per section 5.1.

|                     |   |
|---------------------|---|
| Range Warning level | Airlines can specify a Warning notification amount up to 9,999. When all open ranges are below this value an operation message to Cargo Managers will be displayed at the login home page.  |
| Stock Email         | Up to 3 email addresses may be entered. These addressees will receive allocation notices.   |
| Allow               | Applicable only to CNS (CASS US). In non-CNS countries – all boxes should remain ticked.  |
| XML Email           | Option to receive XML messages by email to “Stock Email” recipients. The XML message may be used to upload allocation data into the Airline or agent accounting system.   |
| Lock Allocation     | This option allows the airline to lock allocations to the individual Agent’s Std. Allocation amount. Example – Agent A has Std Allocation of 25. The Agent may only request stock when there the Max Unused and Unused differ by 25, allowing the Agent to receive 25 numbers. The system will not allow the agent to receive 20 or 30 numbers. |

### **2.1.1 Stock Email**

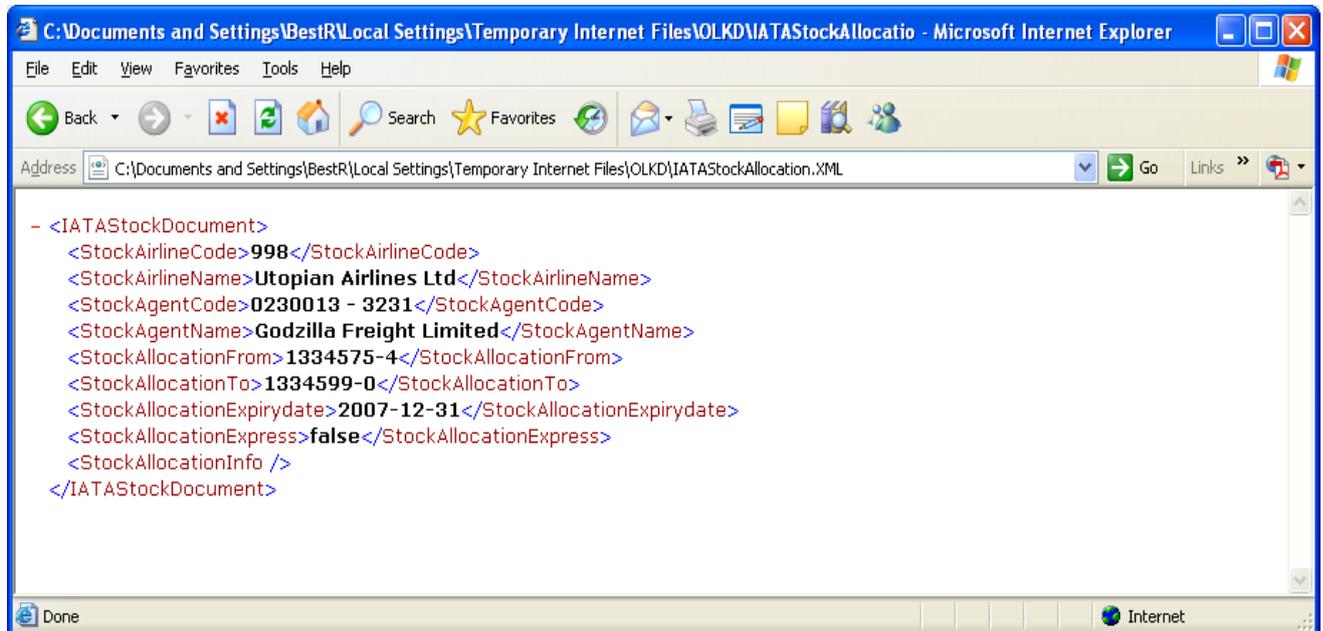
The recipients of Stock Emails may differ from the recipients of billing and settlement reports in many organizations. Where the billing and settlement reports are generally required by accounting or management, the Stock Allocation notifications will be an Operations requirement.

Therefore it is important that Airlines nominate the most appropriate recipients of Stock Allocation notifications.

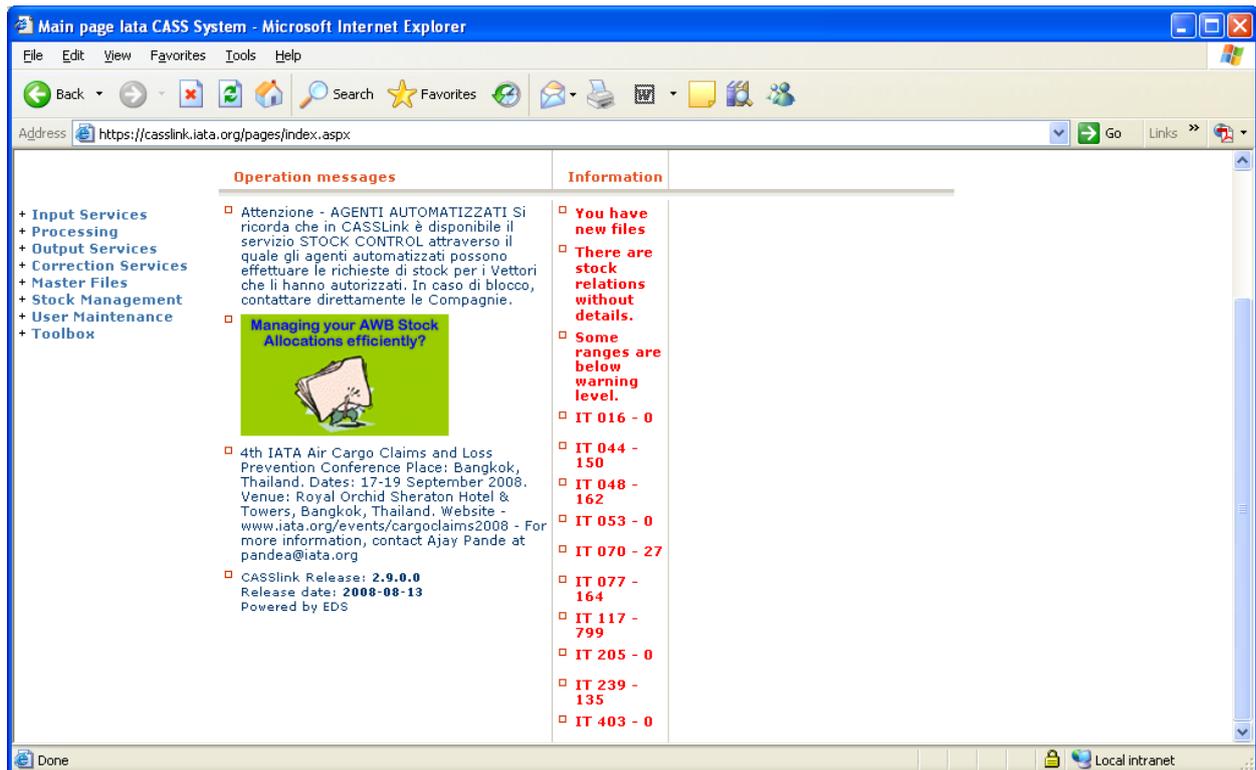


## 2.1.2 XML Email

This feature allows Airlines (and agents) to receive additional Allocation notification in the form of a XML message attachment. This can then be uploaded into the Airline stock management or accounting system thus removing the need to input allocation information manually. See example message below.



## 2.2 Airline Stock Operational Messages



Stock Messages will appear on the home page under the **Information** column.

Messages include:

- **“There are stock relations without detail”** – this occurs when a new agent has become active for Stock and an airline needs to determine what, if any, stock can be allocated to it. A new Stock Agent will have a “-1” initially reflected in the MAX UNUSED column. The airline must edit this to any number including “0”. Once the “-1” has been replaced the operational message will no longer be shown.

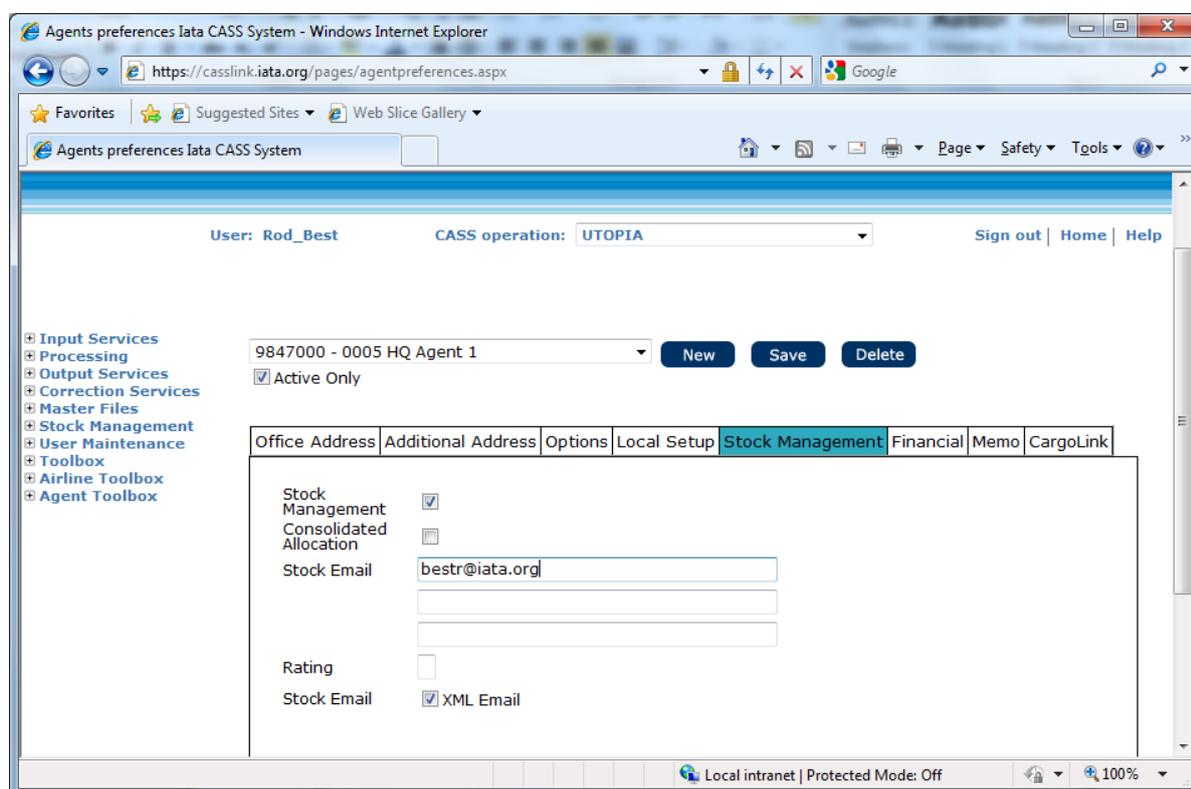
By changing the “-1” to “0”, the agent will be “blocked” ie. not able to request stock and the Information message will no longer be shown.

- **“Some ranges are below warning level”** – received when an open range for a carrier has fewer AWBs available than the Range Warning level set in the Airline Master File table. Once the carrier enters a new range with sufficient AWB numbers available the Information Message will no longer be shown.

By clicking the Information Message, the User will be taken directly to the appropriate screen.

### 3. Activating Agents in the Stock Scheme

Agents can be set up in the stock scheme through the master files in a new TAB - Stock Management.



**Stock Maintenance** Setting this checkbox will activate the agent as a stock agent. A relationship will be created for all stock airlines (see below).

The relation will be created with a maximum of unused number of -1. This will trigger an operational message on the LOGIN home page to the stock airlines (and Cargo Managers) alerting that there are stock agents with undetermined allocations.

The airline or Cargo Manager will need to edit the allocation relationship with the particular agent.

When an Airline user or Cargo Manager has no undetermined relations the message will disappear.

**Consolidated allocation** No longer applicable

**Stock Email** Up to 3 email addresses can be entered. They will receive all stock related messages regarding allocations.

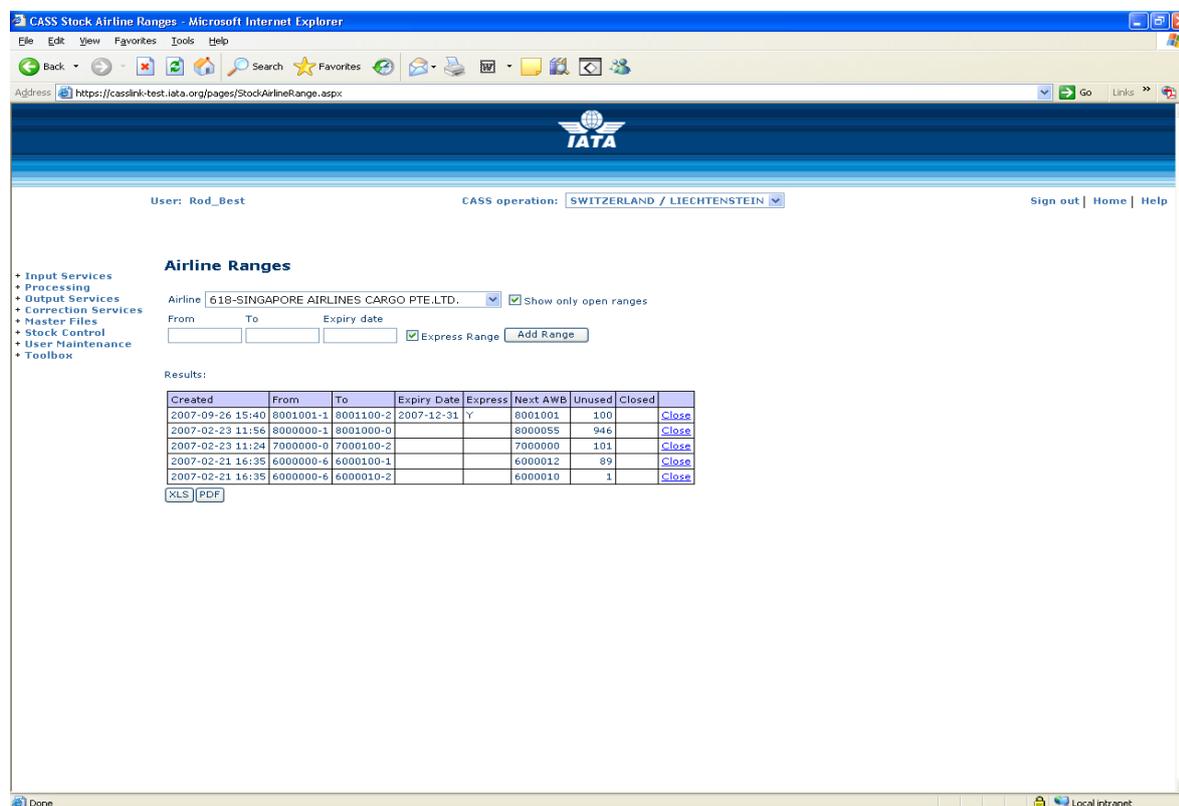
**Rating** Only applicable to CNS (CASS US). For all other countries, box should remain blank.

**XML Email** Option to receive XML messages by email to "Stock Email" recipients. The XML message may be used to upload allocation data into the Airline or agent accounting system.

## 4. Airline Ranges

### 4.1 Airline Ranges – Normal AWBs

This screen is available to airlines for entering ranges from which agent allocations are made. Ranges cannot be entered by airlines that are part of a “Global Range” for another country as marked “Global Range” box in the Airline Master File.



**Airline Selection** The airline is pre-selected if the user has only one airline assigned

**View Options** By default only “open” allocations are shown. All allocations can be viewed by unclicking the checkbox “Show only open allocations”.

**“Normal” Range** Entered as **From** and **To** without modulus-7 check digit. When entering a range the system calculates modulus-7, sets the next available number and the number of unused numbers. When allocations are taken from a range the next number and number unused are updated.

**Express Range** Allows Airlines to create and allocate a separate range for allocation.

**Expiry Date** Allows the Airline to stop Stock allocation from the range after the Expiry date. This does not stop previously allocated stock from being used by agents or being billed in CASSLink processing

**“Close Range”** Close will Close the range and exclude this range from further allocations. Closed Ranges can only be re-opened by the CASSLink Helpdesk.

**Reports** The XLS button will create an excel overview of all the ranges for the

selected airline.

The PDF button will create the same in a printable PDF report format.

The screenshot shows a Microsoft Excel window with the following data in the 'QANTAS AIRWAYS LIMITED' worksheet:

| 1  | AirlinePrefix | AirlineBranch | AirlineName    | Created    | From      | To        | Next AWB | Unused | Closed     |
|----|---------------|---------------|----------------|------------|-----------|-----------|----------|--------|------------|
| 2  | 081           |               | QANTAS AIRWAYS | 2007-01-24 | 1000200-5 | 1000299-6 | 1000200  | 100    |            |
| 3  | 081           |               | QANTAS AIRWAYS | 2007-01-24 | 1000000-1 | 1000099-2 | 1000040  | 60     | 2007-01-24 |
| 4  |               |               |                |            |           |           |          |        |            |
| 5  |               |               |                |            |           |           |          |        |            |
| 6  |               |               |                |            |           |           |          |        |            |
| 7  |               |               |                |            |           |           |          |        |            |
| 8  |               |               |                |            |           |           |          |        |            |
| 9  |               |               |                |            |           |           |          |        |            |
| 10 |               |               |                |            |           |           |          |        |            |
| 11 |               |               |                |            |           |           |          |        |            |

Note: Where an airline has entered more than one range of stock numbers, when a request for stock by an agent is too large for the first open range, the system will automatically allocate stock from the larger second range. Stock remaining in the first range will be allocated to the next agent request that is within the number remaining in that range.

## 4.2 Airline Ranges – Express AWBs

If the EXPRESS RANGE box in the Master table is checked for a carrier then they can enter a second range as per below.

Results:

| Created          | From      | To        | Expiry Date | Express | Next AWB | Total | Unused | Closed | Cancel Range                 |
|------------------|-----------|-----------|-------------|---------|----------|-------|--------|--------|------------------------------|
| 2008-08-14 09:33 | 1234564-2 | 1234573-4 |             | Y       | 1234564  | 10    | 10     |        | <a href="#">Cancel Range</a> |
| 2008-03-17 23:51 | 7010501-1 | 7010600-2 |             |         | 7010576  | 100   | 25     |        | <a href="#">Cancel Range</a> |
| 2008-03-07 02:47 | 7010001-5 | 7010500-0 |             |         | 7010501  | 500   | 0      |        | <a href="#">Cancel Range</a> |

EXPRESS RANGES are indicated separately in the column titled EXPRESS (3 above).

Examples for Express Range uses can be:

- Allocation of Airline master AWB's
- Service freight
- Emergency allocation
- Identifying specialised shipments
- Express shipments
- Special handling identification
- Separate range for CASS Associates or Intermediaries

## 5. Airline/Agent Relations

### 5.1 Airline Stock Relationships

This screen is available to airlines and shows the relations they have with each stock agent.

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

### Airline Stock Relations

Airline: 800-Airline 1 Agent search:  Search

Active Only

Results:

| Agent           | Name                              | Max Unused                      | Std Allocation                 | Unused |                         |  |
|-----------------|-----------------------------------|---------------------------------|--------------------------------|--------|-------------------------|--|
| 9847000-0005 HQ | Agent 1                           | 10                              | 2                              | 6      | <a href="#">Details</a> | <a href="#">Edit</a>                             |
| 9847001-0004 HQ | Agent 2                           | 5                               | 5                              | 0      | <a href="#">Details</a> | <a href="#">Edit</a>                             |
| 9847002-0003 HQ | Agent 3                           | <input type="text" value="-1"/> | <input type="text" value="0"/> | 0      | <a href="#">Details</a> | <a href="#">Cancel</a><br><a href="#">Update</a> |
| 9847122-0013 HQ | John Smith Freight Forwarding Ltd | -1                              | 0                              | 0      | <a href="#">Details</a> | <a href="#">Edit</a>                             |
| 9947000-0000 HQ | Agent 99                          | -1                              | 0                              | 0      | <a href="#">Details</a> | <a href="#">Edit</a>                             |

1

[XLS](#) [PDF](#)

- The airline is pre-selected if the user has only one airline assigned
- Agent Search – The Agent Search facility allows Airlines to search for agents by either agent code or name, by entering either full or partial data into the search box and clicking “Search”.
- Active Only check-box to limit view to Active Stock Agents only. Default is “Un-Ticked”. By Ticking, Agents with Max Unused = 0 will not be shown in the Stock Relations list
- The table lists all stock agents (see Active Only option above) and for each agent the airline can see (and change) how many unused numbers the agent may hold and how many are allocated at a time. Clicking the edit option allows changes to be made. By managing the relationship between the “Std Allocation” and “Max Unused”, the Airline can control the number of “Unused” serial numbers each agent has and at what point the agent may re-order.
- Express and regular AWBs are reflected under separate columns.

- “Unused” shows the current number of available numbers for each agent. The total number of Unused AWB’s may prevent an agent being able to request an allocation. It is important that agents and Airlines process all AWB’s through *CASSLink*, including all “Void” and “Service” AWB’s.

Note: AWB’s remain flagged as “Unused” until processed in *CASSLink* following the uploading of Billing files by the Airline and the completion of Daily Processing.

- Details will be stored in a table showing the actual airline allocations for the selected agent (see below).
- The XLS button will create an excel overview of all the relations for the actual airline.
- The PDF button will create the same in a printable PDF report format.
- If Stock is not allocated to an Agent at all by the airline, change the Max Unused from -1 to 0 (zero). Then the Agent will only be listed when the “Active only” box is un-ticked.

The screenshot shows a Microsoft Excel spreadsheet with the following data:

|    | D             | E             | F            | G             | H             | I | J | K | L | M | N |
|----|---------------|---------------|--------------|---------------|---------------|---|---|---|---|---|---|
| 1  | AgentCodeIATA | AgentCodeCass | AgentName    | MAXAllocation | STDAllocation |   |   |   |   |   |   |
| 2  | 1130001       | 4143          | CARPENTERS   | 20            | 20            |   |   |   |   |   |   |
| 3  | 1130006       | 5151          | GIBSON FREIG | 20            | 20            |   |   |   |   |   |   |
| 4  | 1130007       | 4144          | DHL INTERNAT | 20            | 20            |   |   |   |   |   |   |
| 5  |               |               |              |               |               |   |   |   |   |   |   |
| 6  |               |               |              |               |               |   |   |   |   |   |   |
| 7  |               |               |              |               |               |   |   |   |   |   |   |
| 8  |               |               |              |               |               |   |   |   |   |   |   |
| 9  |               |               |              |               |               |   |   |   |   |   |   |
| 10 |               |               |              |               |               |   |   |   |   |   |   |
| 11 |               |               |              |               |               |   |   |   |   |   |   |

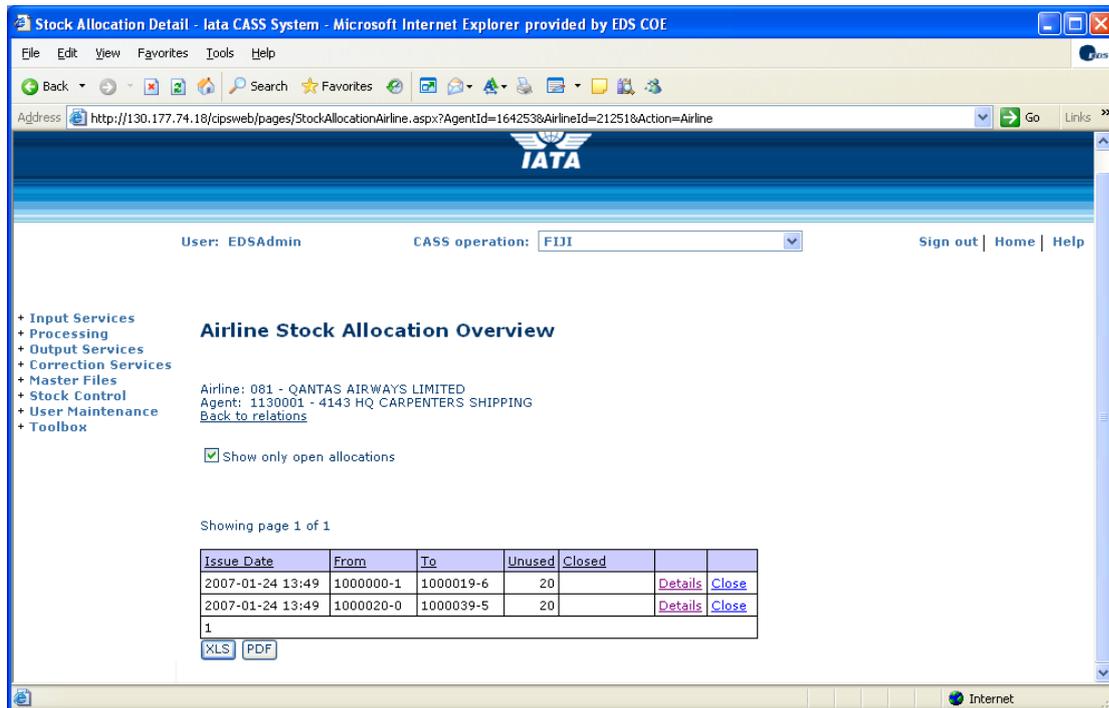
Clicking the details option for an agent reveals the allocation history (see section 5.2).

### 5.1.1 Edit Allocation Details

To change the Max Unused or Std Allocation to Agents, the Airline selects “Edit” in the Airline Stock Relations page. The Max Unused (the maximum number of unused AWB serial numbers and agent can have at any one time) and/or the Std Allocation (the standard allocation and maximum number of AWB’s that will be allocated to an Agent at any one time).

## 5.2 Airline Stock Allocation Overview

This screen is available to airlines and shows allocation history.



This screen shows details of each allocation the airline has with the selected agent.

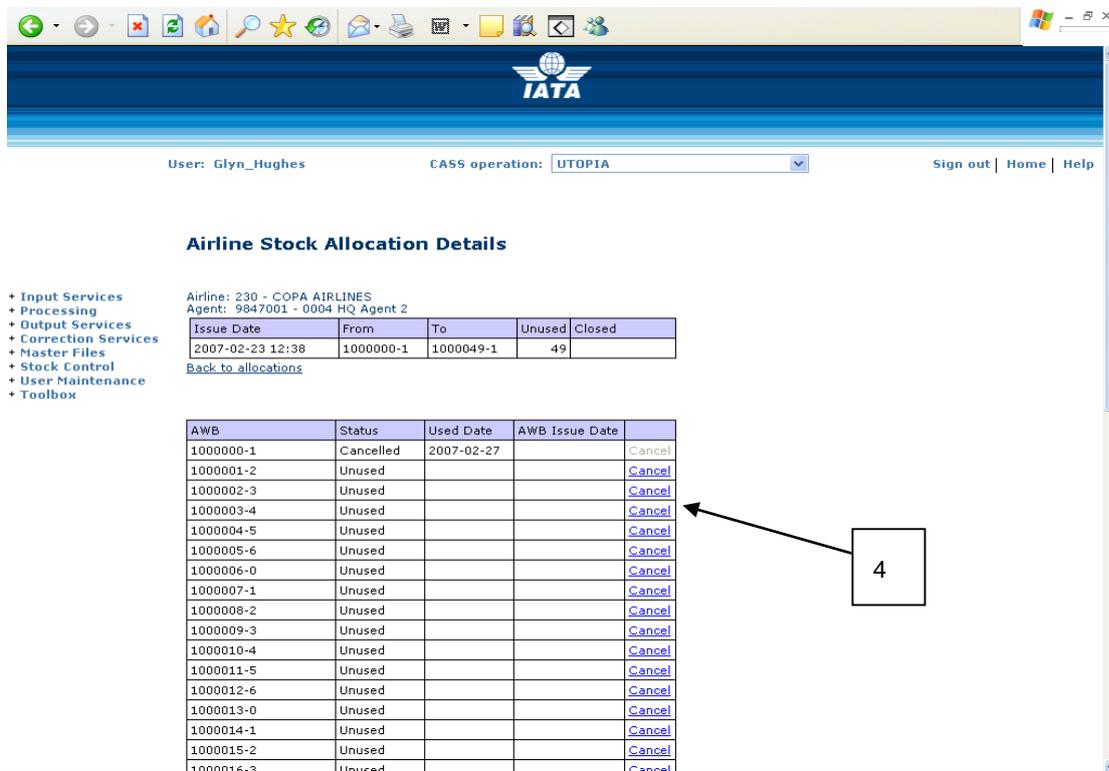
- By default only “open” allocations are shown. Unclicking the “Show only open allocations” box will show all allocations.
- By clicking the Details option a screen with information/status of each number within the allocation will be presented, see 5.3 below.
- The XLS button will create an excel overview of all the allocations the actual airline has with the selected agent.
- The PDF button will create the same in a printable PDF report format.

The screenshot shows an Excel spreadsheet with the following data:

|    | D            | E             | F          | G                | H       | I       | J      | K      | L | M | N | O | P |
|----|--------------|---------------|------------|------------------|---------|---------|--------|--------|---|---|---|---|---|
| 1  | AgentCodeATA | AgentCodeCass | AgentName  | Issue Date       | From    | To      | Unused | Closed |   |   |   |   |   |
| 2  | 1130001      | 4143          | CARPENTERS | 2007-01-24 13:49 | 1000000 | 1000019 | 20     |        |   |   |   |   |   |
| 3  | 1130001      | 4143          | CARPENTERS | 2007-01-24 13:49 | 1000020 | 1000039 | 20     |        |   |   |   |   |   |
| 4  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 5  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 6  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 7  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 8  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 9  |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 10 |              |               |            |                  |         |         |        |        |   |   |   |   |   |
| 11 |              |               |            |                  |         |         |        |        |   |   |   |   |   |

### 5.3 Airline Stock Allocation Details

This screen is available to airlines and shows individual allocation details.



The stock allocation screen details for each allocated number the following data:

- AWB number
- Status

| Possible Value | Comment   |
|----------------|---|
| Unused         | Set when the allocation is made   |
| Used           | System updated from the CASS billing file                                       |
| Void           | System updated from the CASS billing file                                       |
| Cancelled      | Manually set by the carrier or Cargo Manager clicking the cancel button (see 4) |

- Used date - This reflects the date the CASS billing file was processed or the date the manual used indicator was set.
- AWB Issue Date - This reflects the AWB execution date as reported in the airline CASS file submitted.
- The XLS button will create an excel overview of all the documents in the allocation.

- The PDF button will create the same report in a printable PDF report format.

The screenshot shows a Microsoft Excel window with the following data in the 'Airline Stock Allocation Detail' worksheet:

|    | A             | B             | C             | D             | E             | F         | G                | H         | I         | J                   |     |
|----|---------------|---------------|---------------|---------------|---------------|-----------|------------------|-----------|-----------|---------------------|-----|
| 1  | AirlinePrefix | AirlineBranch | AirlineName   | AgentCodeIATA | AgentCodeCass | AgentName | Issue Date       | AWB       | Status    | Used Date           | AWB |
| 2  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000000-1 | Cancelled | 2007-02-27 11:27:36 |     |
| 3  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000001-2 | Unused    |                     |     |
| 4  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000002-3 | Unused    |                     |     |
| 5  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000003-4 | Unused    |                     |     |
| 6  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000004-5 | Unused    |                     |     |
| 7  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000005-6 | Unused    |                     |     |
| 8  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000006-0 | Unused    |                     |     |
| 9  | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000007-1 | Unused    |                     |     |
| 10 | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000008-2 | Unused    |                     |     |
| 11 | 230           |               | COPA AIRLINES | 9847001       | 0004          | Agent 2   | 2007-02-23 12:38 | 1000009-3 | Unused    |                     |     |

## 6. Agent Stock Relationships

### 6.1 Agent Relationships

This screen is available to agents and Cargo Managers and shows the relations between an Agent and all of their stock airlines.

| Airline | Name   | Std. Allocation | Unused | Expr. Allocation | Unused Expr. | Details                 | Request                 | Expr. Req.                 |
|---------|--|-----------------|--------|------------------|--------------|-------------------------|-------------------------|----------------------------|
| 126     | P.T. GARUDA INDONESIA LIMITED                            | 25              | 25     |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |                            |
| 971     | ROYAL TONGAN AIRLINES LIMITED<br>A.R.S.N. 087<br>667 678 | 40              | 40     |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |                            |
| 998     | Utopian Airlines Ltd                                     | 25              | 40     | 6                | 0            | <a href="#">Details</a> | <a href="#">Request</a> | <a href="#">Expr. Req.</a> |

- The agent is pre-selected if the user has only one agent assigned
- The table lists all stock airlines and for each airline the agent can see how many unused numbers (NORMAL or EXPRESS) the agent may hold and how many are allocated at a time.
- The column/s unused shows how many unused numbers (NORMAL or EXPRESS) are currently in stock for each airline.
- Details of each allocation will go into a table of allocations for the selected airline, see below.
- The request link will open a screen for allocation. Each request will be individually validated. If the user accepts the system proposal, the numbers are allocated and various counters of unused numbers are updated and emails are sent see section 7.
- The XLS button will create an excel overview of all the relations for the actual agent.
- The PDF button will create the same in a printable PDF report format.

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

File Edit View Insert Format Tools Data Window Help Adobe PDF

Arial 12 AgentCodeIATA

| 1 | AgentCodeIATA | AgentCodeCass | AgentName | AirlinePrefix | AirlineBranch | AirlineName      | STDAllocation | Unused | Express Allocation | Unused Express |
|---|---------------|---------------|-----------|---------------|---------------|------------------|---------------|--------|--------------------|----------------|
| 2 | 9847002       | 0003          | Agent 3   | 057           |               | AIR FRANCE CARGO | 15            | 0      |                    |                |
| 3 | 9847002       | 0003          | Agent 3   | 230           |               | COPA AIRLINES    | 0             | 0      |                    |                |
| 4 | 9847002       | 0003          | Agent 3   | 805           |               | Airline 5        | 20            | 0      |                    |                |
| 5 |               |               |           |               |               |                  |               |        |                    |                |

Agent Stock Relations /

Ready NUM

## 6.2 Agent Stock Allocation Overview

This screen is available to agents and shows allocation history.

The screenshot shows the IATA CASS System Agent Stock Allocation Overview page. The page header includes the IATA logo and the user ID AU\_99989992. The CASS operation is set to AUSTRALIA. The page title is Agent Stock Allocation Overview. The page content includes a sidebar with navigation options: Output Services, Correction Services, Stock Control, and User Maintenance. The main content area displays the following information:

Airline: 998 - Utopian Airlines Ltd  
Agent: 0239998 - 9992 HQ Test Freight Pty Ltd  
[Back to relations](#)

Show only open allocations

Showing page 1 of 1

| Issue Date       | From      | To        | Expiry Date | Express | Unused | Closed |                         |
|------------------|-----------|-----------|-------------|---------|--------|--------|-------------------------|
| 2007-09-26 16:45 | 9987655-6 | 9987660-4 | 2007-12-31  | Y       | 6      |        | <a href="#">Details</a> |
| 2007-09-12 09:20 | 1234618-0 | 1234632-0 |             |         | 15     |        | <a href="#">Details</a> |
| 2007-07-26 03:48 | 1234593-3 | 1234617-6 |             |         | 25     |        | <a href="#">Details</a> |

1

[XLS](#) [PDF](#)

- This screen shows details of each allocation the agent has with the selected airline.
- By default only “open” allocations are shown. Unclicking the “Show only open allocations” will show all allocation.
- By clicking the Details option a screen with information/status of each number within the allocation will be presented, see 6.3 below.
- The XLS button will create an excel overview of all the relations for the selected airline.
- The PDF button will create the same in a printable PDF report format.

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

File Edit View Insert Format Tools Data Window Help Adobe PDF

85%

Arial 12

A1 = AirlinePrefix

|   | A             | B             | C                | D             | E             | F         | G                   | H         | I         | J       | K      | L      | M |
|---|---------------|---------------|------------------|---------------|---------------|-----------|---------------------|-----------|-----------|---------|--------|--------|---|
| 1 | AirlinePrefix | AirlineBranch | AirlineName      | AgentCodeIATA | AgentCodeCass | AgentName | Issue Date          | From      | To        | Express | Unused | Closed |   |
| 2 | 057           |               | AIR FRANCE CARGO | 9847002       | 0003          | Agent 3   | 2007-06-28 14:20:19 | 5000000-5 | 5000024-1 | Y       | 25     |        |   |
| 3 | 057           |               | AIR FRANCE CARGO | 9847002       | 0003          | Agent 3   | 2007-06-28 14:19:50 | 0000036-1 | 0000050-1 |         | 15     |        |   |
| 4 |               |               |                  |               |               |           |                     |           |           |         |        |        |   |
| 5 |               |               |                  |               |               |           |                     |           |           |         |        |        |   |
| 6 |               |               |                  |               |               |           |                     |           |           |         |        |        |   |

Agent Stock Allocation Overview /

Ready NUM

## 6.3 Agent Stock Allocation Details

This screen is available to agents and shows individual allocation details.

The screenshot shows a web browser window with the IATA logo at the top. The user is identified as Glyn\_Hughes and the CASS operation is UTOPIA. The main content area is titled "Agent Stock Allocation Details" and displays the following information:

Airline: 057 - AIR FRANCE CARGO  
Agent: 9847001 - 0004 HQ Agent 2

| Issue Date       | From      | To        | Unused | Closed |
|------------------|-----------|-----------|--------|--------|
| 2007-05-14 12:24 | 0000026-5 | 0000035-0 | 10     |        |

[Back to allocations](#)

| AWB       | Status | Used Date | AWB Issue Date |
|-----------|--------|-----------|----------------|
| 0000026-5 | Unused |           |                |
| 0000027-6 | Unused |           |                |
| 0000028-0 | Unused |           |                |
| 0000029-1 | Unused |           |                |
| 0000030-2 | Unused |           |                |
| 0000031-3 | Unused |           |                |
| 0000032-4 | Unused |           |                |
| 0000033-5 | Unused |           |                |
| 0000034-6 | Unused |           |                |
| 0000035-0 | Unused |           |                |
| 1         |        |           |                |

[XLS](#) [PDF](#)

The stock allocation screen details for each allocated number the following data:

- AWB number
- Status

| Possible Value | Comment                                      |
|----------------|--|
| Unused         | Set when the allocation is made              |
| Used           | System updated from the CASS billing file    |
| Void           | System updated from the CASS billing file    |
| Cancelled      | Manually set by the carrier or Cargo Manager |

- Used date - This reflects the date the CASS billing file was processed or the date the manual used indicator was set.
- AWB Issue Date - This reflects the AWB execution date as reported in the airline CASS file submitted.
- The XLS button will create an excel overview of all the documents in the allocation.
- The PDF button will create the same in a printable PDF report format.

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

File Edit View Insert Format Tools Data Window Help Adobe PDF

85%

Arial 12

|    | A             | B             | C                | D             | E             | F         | G                   | H         | I      | J         | K              | L |
|----|---------------|---------------|------------------|---------------|---------------|-----------|---------------------|-----------|--------|-----------|----------------|---|
|    | AirlinePrefix | AirlineBranch | AirlineName      | AgentCodeIATA | AgentCodeCass | AgentName | Issue Date          | AWB       | Status | Used Date | AWB Issue Date |   |
| 1  |               |               |                  |               |               |           |                     |           |        |           |                |   |
| 2  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000026-5 | Unused |           |                |   |
| 3  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000027-6 | Unused |           |                |   |
| 4  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000028-0 | Unused |           |                |   |
| 5  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000029-1 | Unused |           |                |   |
| 6  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000030-2 | Unused |           |                |   |
| 7  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000031-3 | Unused |           |                |   |
| 8  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000032-4 | Unused |           |                |   |
| 9  | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000033-5 | Unused |           |                |   |
| 10 | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000034-6 | Unused |           |                |   |
| 11 | 057           |               | AIR FRANCE CARGO | 9847001       | 0004          | Agent 2   | 2007-05-14 12:24:10 | 0000035-0 | Unused |           |                |   |
| 12 |               |               |                  |               |               |           |                     |           |        |           |                |   |
| 13 |               |               |                  |               |               |           |                     |           |        |           |                |   |
| 14 |               |               |                  |               |               |           |                     |           |        |           |                |   |

Agent Stock Allocation Details /

Ready NUM

## 7. Agent Allocation Requests

### 7.1 Stock Requests

As described in section 6.1, when an agent wishes to request more numbers, either normal or Express, they click on the REQUEST option on the AGENT STOCK RELATIONS screen. The system will then check relationship parameters and will either advise the agent:

Output Services  
Correction Services  
Stock Control  
User Maintenance

### Agent Stock Relations

Agent: 0239998 - 9992 HQ Test Freight Pty Ltd

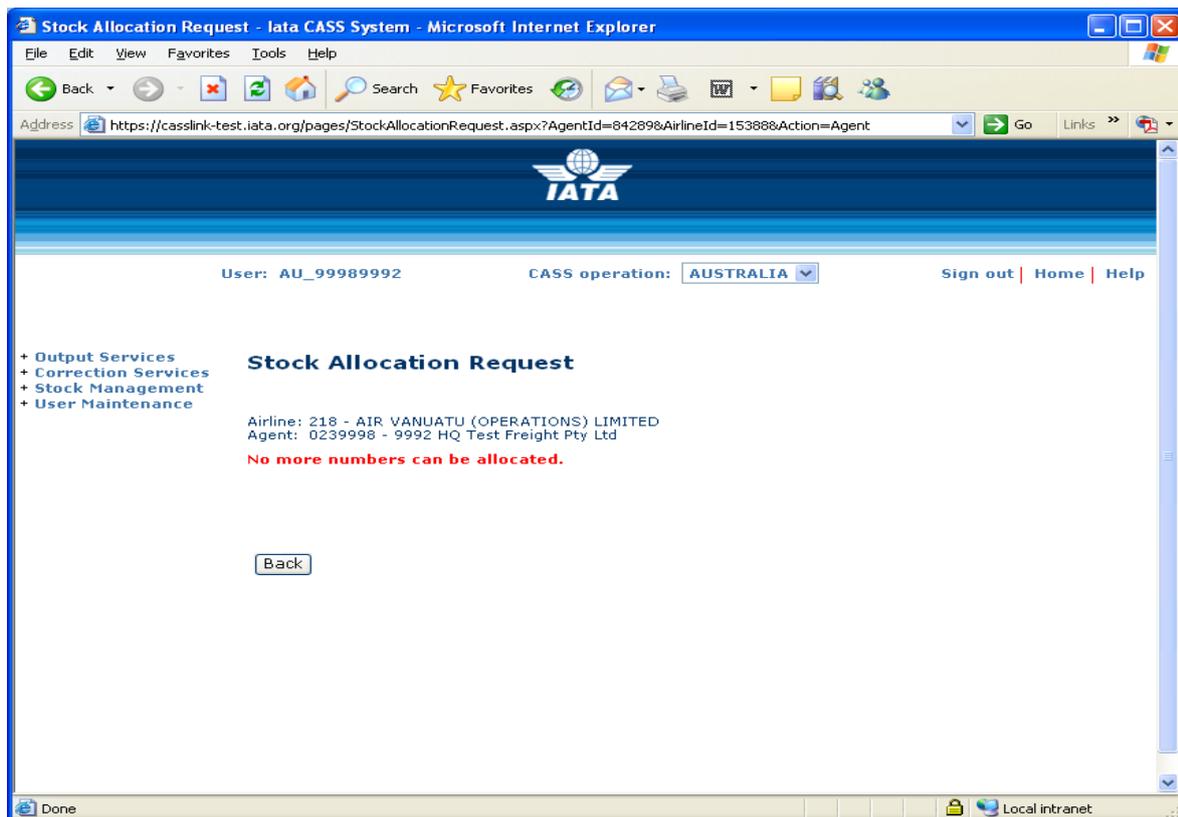
Results:

| Airline | Name   | Std. Allocation | Unused | Expr. Allocation | Unused Expr. | Details                 | Request                 | Expr. Req.                 |
|---------|--|-----------------|--------|------------------|--------------|-------------------------|-------------------------|----------------------------|
| 126     | P T GARUDA INDONESIA LIMITED                             | 25              | 25     |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |                            |
| 971     | ROYAL TONGAN AIRLINES LIMITED<br>A.R.B.N. 087<br>667 678 | 40              | 40     |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |                            |
| 998     | Utopian Airlines Ltd                                     | 25              | 40     | 6                | 6            | <a href="#">Details</a> | <a href="#">Request</a> | <a href="#">Expr. Req.</a> |

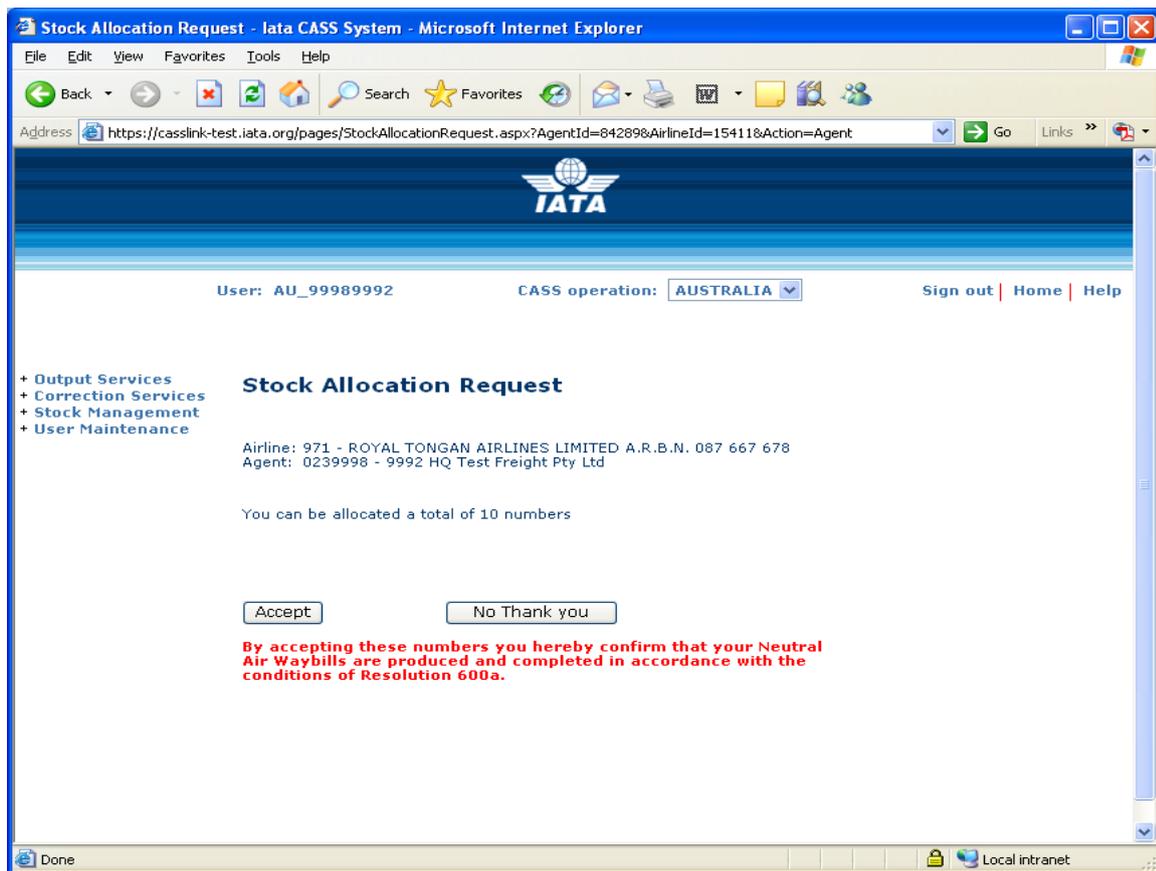
[XLS](#) [PDF](#)

When the Agent has already received the Max Unused, they will receive the message:

“No more numbers can be allocated”

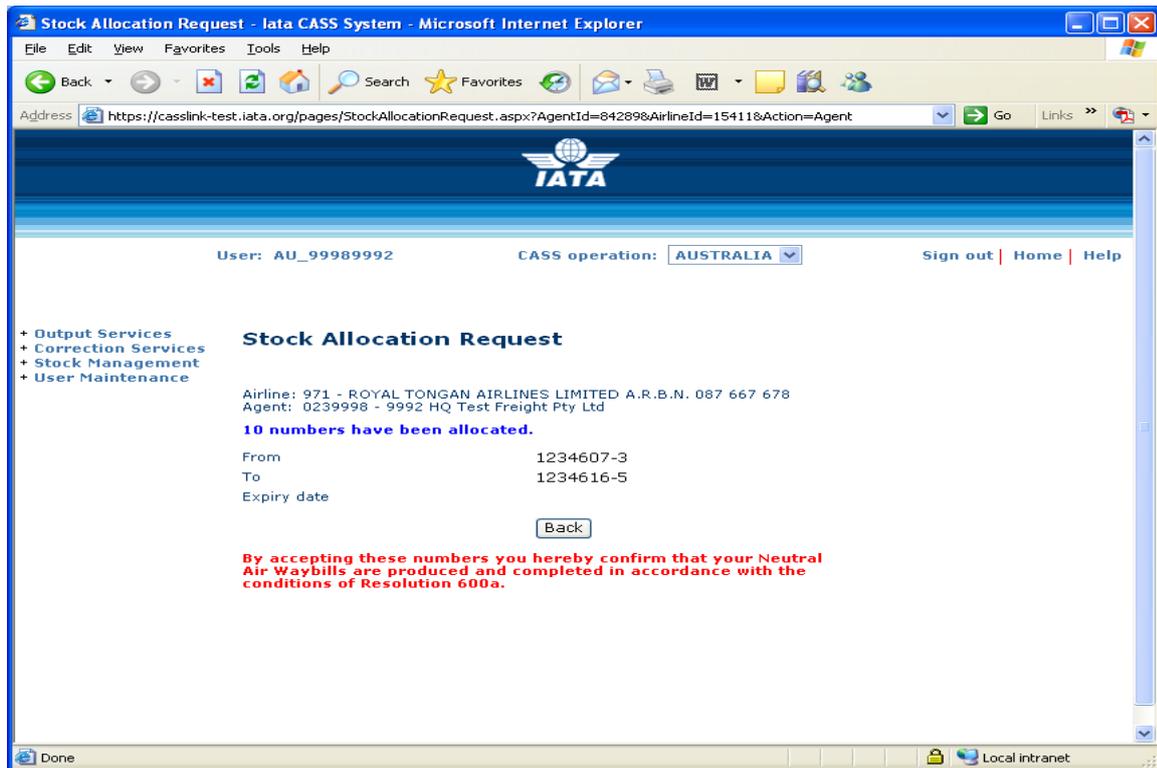


When the Agent is able to request additional Stock, the stock quantity able to be allocated will be displayed.



Clicking the “No thank you” option will cancel the request.

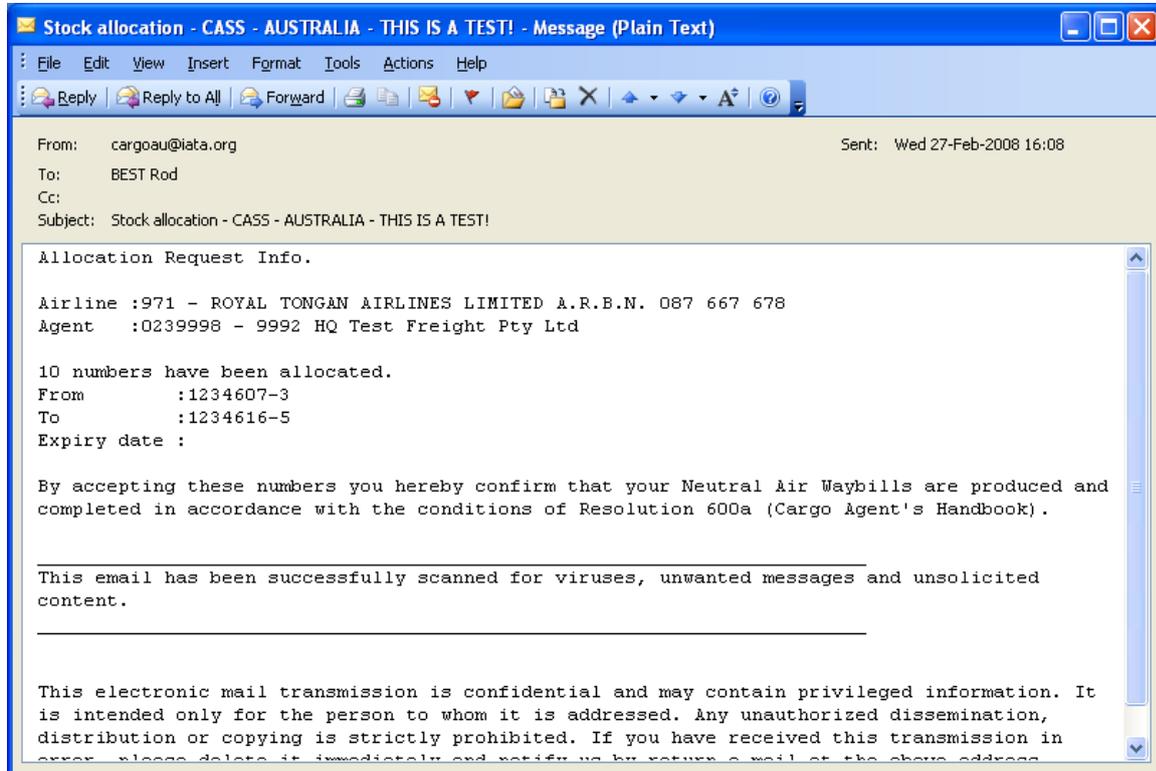
Clicking the “Accept” box will allocate the numbers and update all counters of unused numbers etc. A confirmation will be shown on screen.



## 7.2 Stock Email

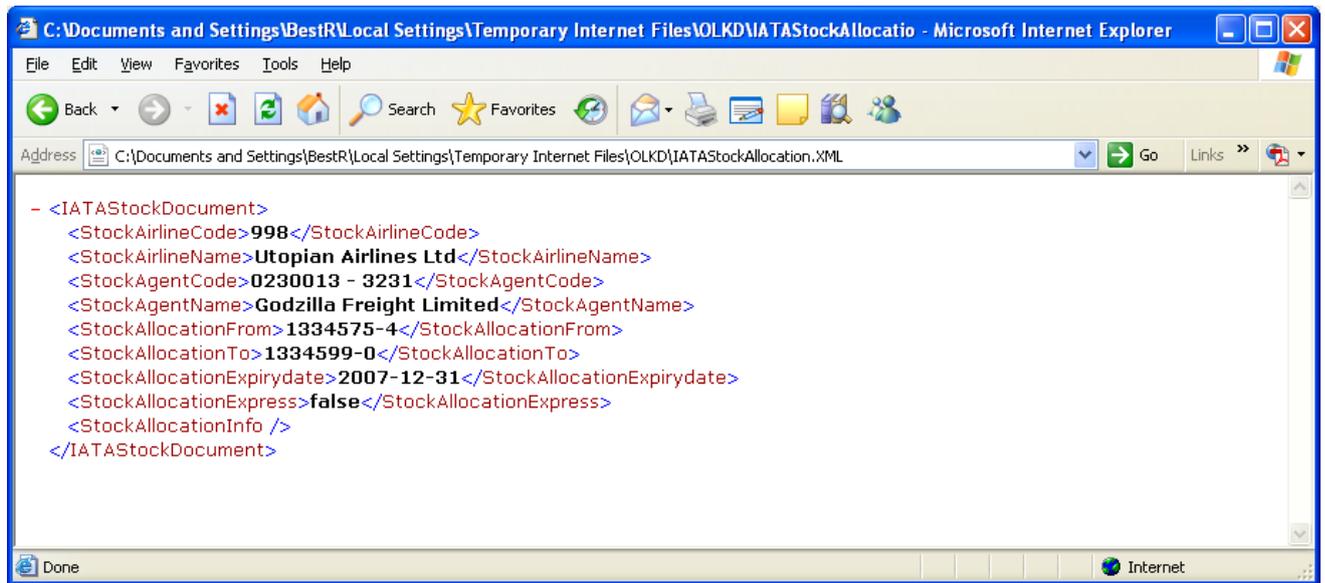
Confirmation emails will be sent to both the Agent and Airline which contains the same allocation information. Up to three (3) email addresses may be nominated to receive the Stock Email when allocations have been made.

Contact the Cargo Manager to add or change Stock Email recipients.



## 7.3 XML Email

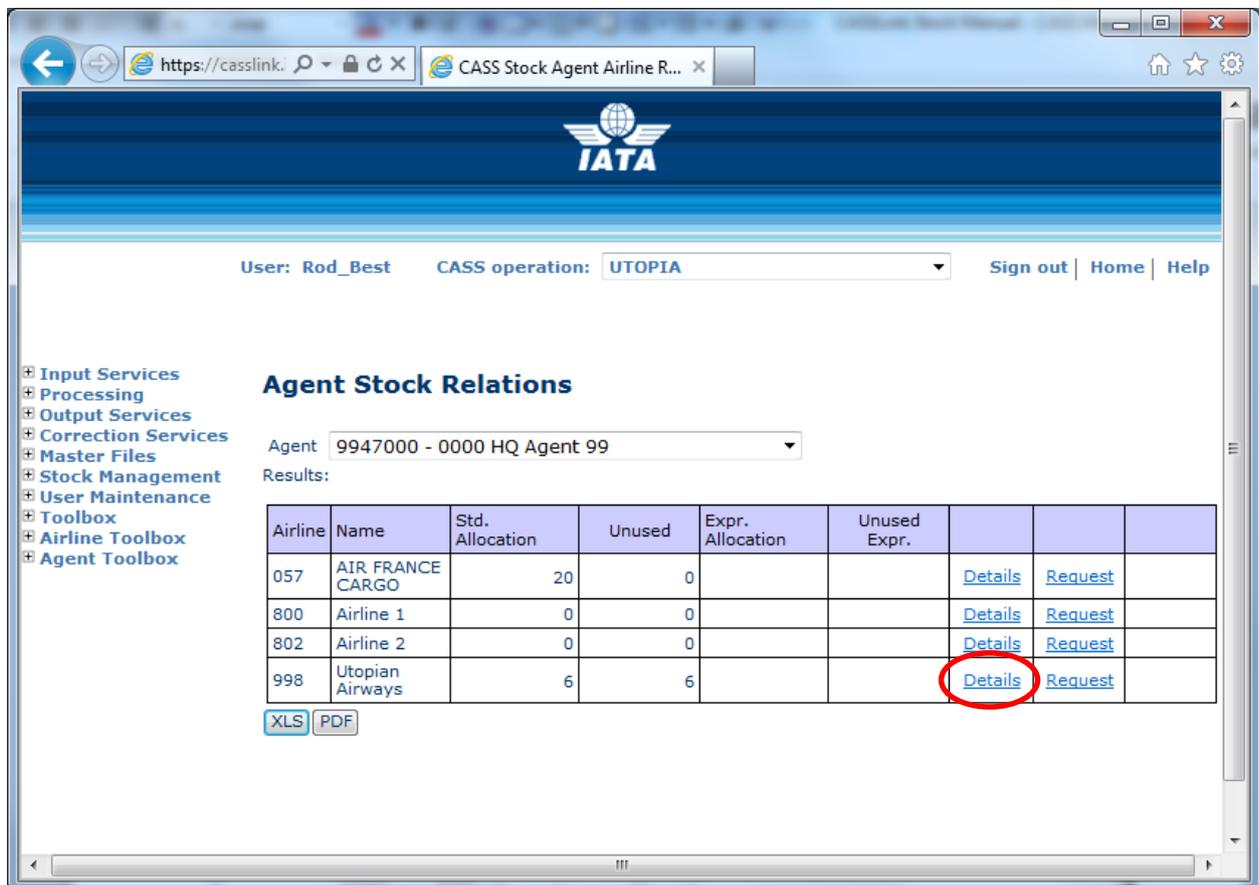
Airlines (and agents) have the option of also receiving the Stock Allocation email notification that will include a XML message attachment. Participants in the Stock Management system must advise their Cargo Manager to activate this option.



## 8. Agent VOID Requests

To enable Agents to declare or advise an Airline that an AWB number has been Voided (cancelled or unused), there is an entry screen that enables the notification to the Airline.

### 8.1 Agent Relations – Request Void



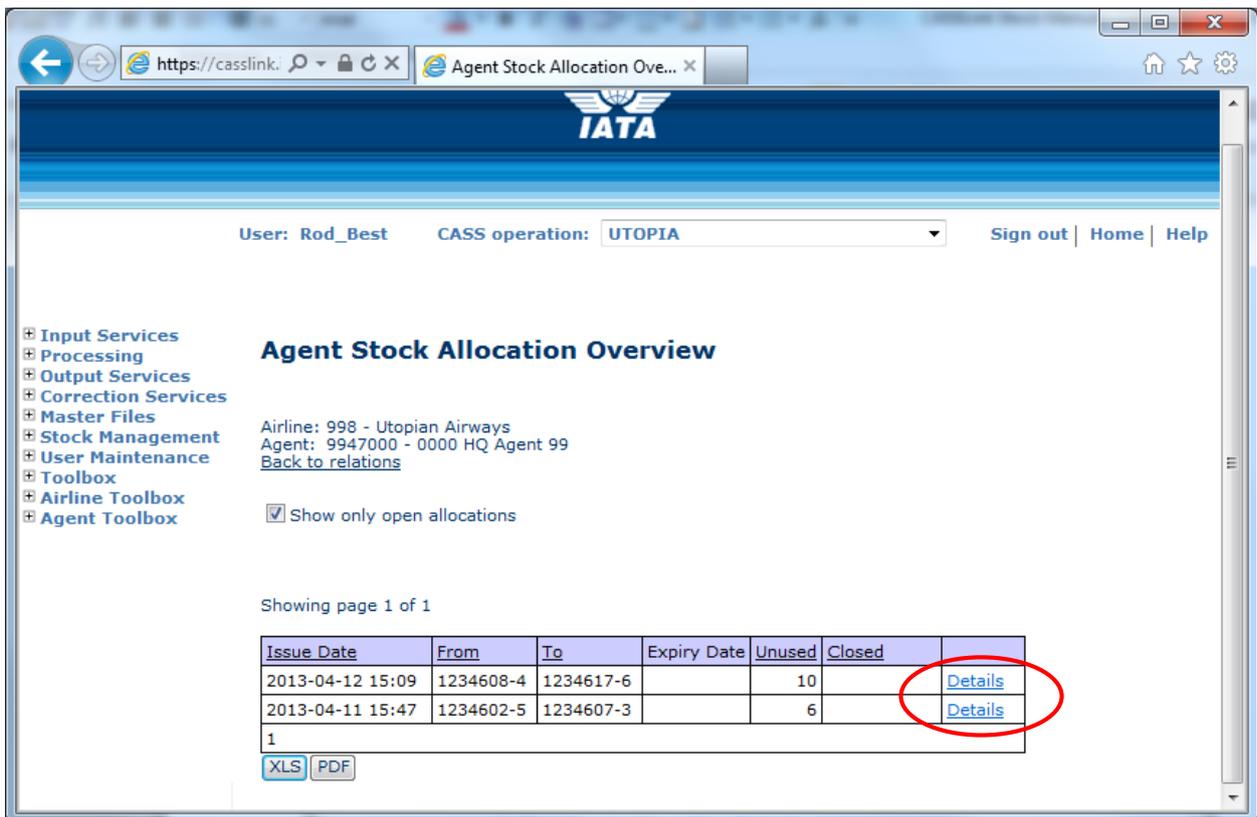
The screenshot displays the IATA CASS Stock Agent Airline Relations interface. The user is logged in as Rod\_Best, and the CASS operation is set to UTOPIA. The page title is "Agent Stock Relations". The agent selected is "9947000 - 0000 HQ Agent 99". The results table is as follows:

| Airline | Name             | Std. Allocation | Unused | Expr. Allocation | Unused Expr. |                         |                         |
|---------|------------------|-----------------|--------|------------------|--------------|-------------------------|-------------------------|
| 057     | AIR FRANCE CARGO | 20              | 0      |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |
| 800     | Airline 1        | 0               | 0      |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |
| 802     | Airline 2        | 0               | 0      |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |
| 998     | Utopian Airways  | 6               | 6      |                  |              | <a href="#">Details</a> | <a href="#">Request</a> |

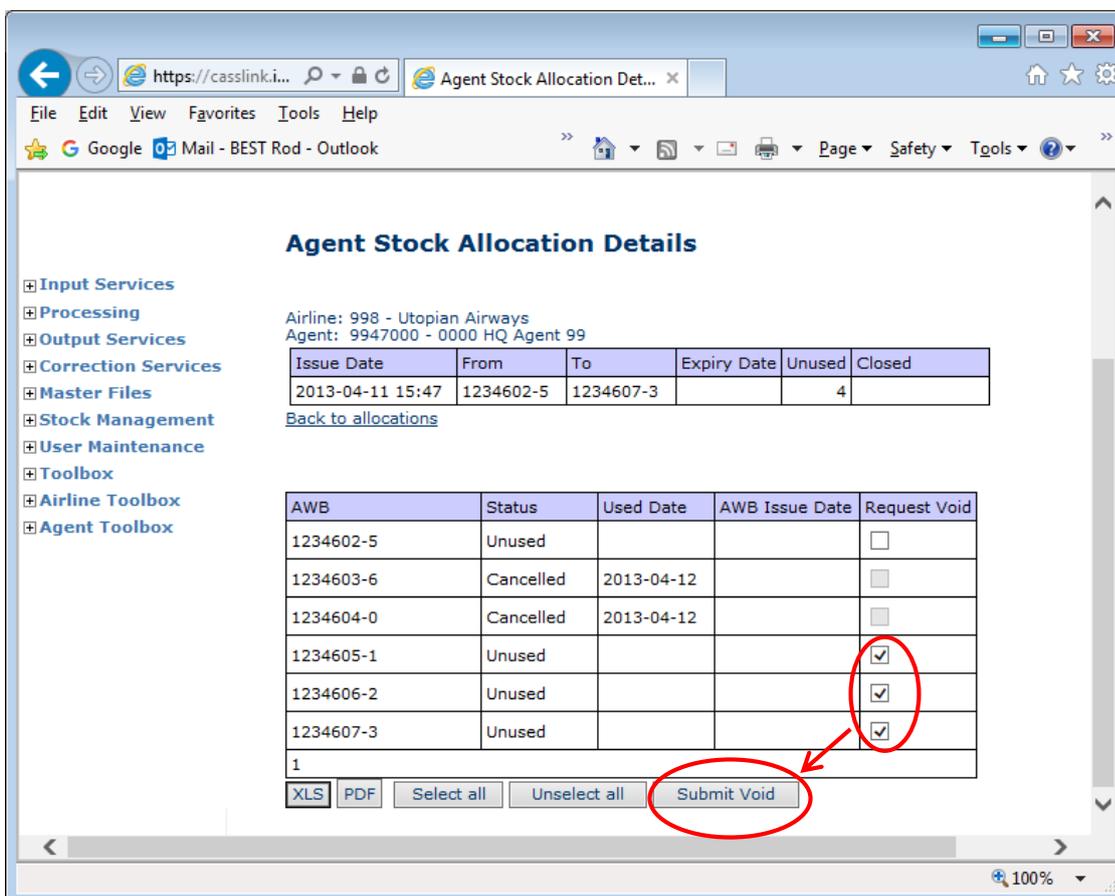
Below the table are buttons for "XLS" and "PDF". The "Details" link for the Utopian Airways row is circled in red.

Where an Agent has "Unused" AWB/s that have been Voided, go to:

- Stock Management, Agent Relations



- Select the “Details” for the Airline Allocation where AWB’s to be Voided was requested
- Tick the box against the AWB serial number to be submitted for Void
- Click - Submit Void



**Agent Stock Allocation Details**

Airline: 998 - Utopian Airways  
Agent: 9947000 - 0000 HQ Agent 99

| Issue Date       | From      | To        | Expiry Date | Unused | Closed |
|------------------|-----------|-----------|-------------|--------|--------|
| 2013-04-11 15:47 | 1234602-5 | 1234607-3 |             | 4      |        |

[Back to allocations](#)

| AWB       | Status         | Used Date  | AWB Issue Date | Request Void             |
|-----------|----------------|------------|----------------|--------------------------|
| 1234602-5 | Unused         |            |                | <input type="checkbox"/> |
| 1234603-6 | Cancelled      | 2013-04-12 |                | <input type="checkbox"/> |
| 1234604-0 | Cancelled      | 2013-04-12 |                | <input type="checkbox"/> |
| 1234605-1 | Void Requested |            |                | Waiting for Acceptance   |
| 1234606-2 | Void Requested |            |                | Waiting for Acceptance   |
| 1234607-3 | Void Requested |            |                | Waiting for Acceptance   |

1

The AWB Voids are then “Waiting for Acceptance” by Airline.

## 8.2 Accept or Reject Void Request

The screenshot shows a web browser window with the URL <https://casslink.iata.org>. The page title is "CASS Remittance Period". The user is logged in as "Rod\_Best" and the CASS operation is "UTOPIA". The page displays the "Void Requests" section for the airline "998 - Utopian Airways".

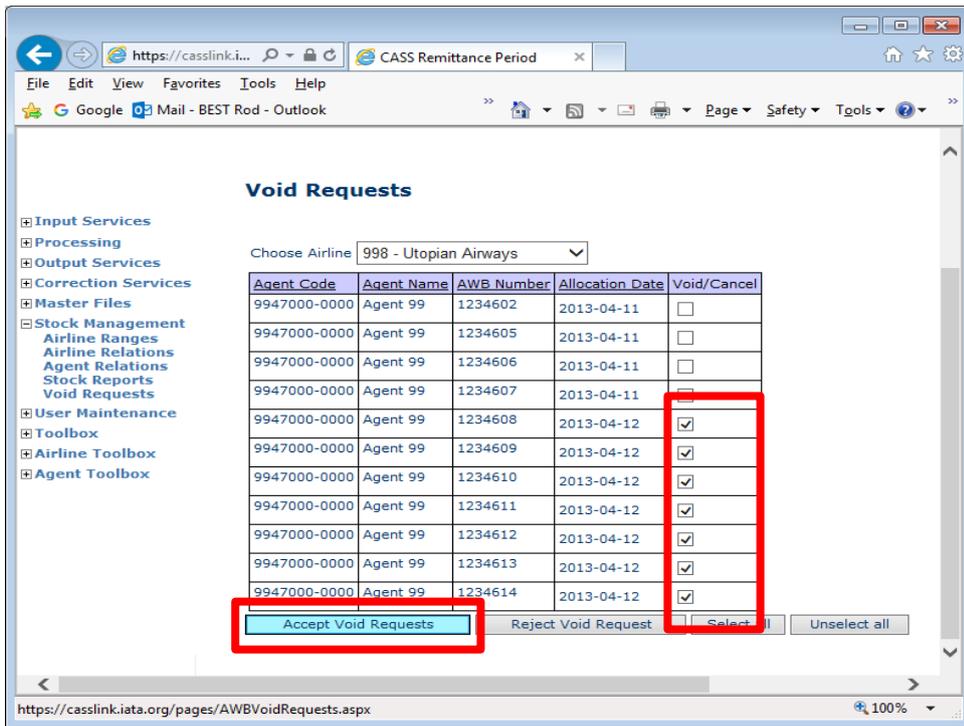
Choose Airline: 998 - Utopian Airways

| Agent Code   | Agent Name | AWB Number | Allocation Date | Void/Cancel                         |
|--------------|------------|------------|-----------------|-------------------------------------|
| 9947000-0000 | Agent 99   | 1234605    | 2013-04-11      | <input checked="" type="checkbox"/> |
| 9947000-0000 | Agent 99   | 1234607    | 2013-04-11      | <input checked="" type="checkbox"/> |
| 9947000-0000 | Agent 99   | 1234606    | 2013-04-11      | <input checked="" type="checkbox"/> |

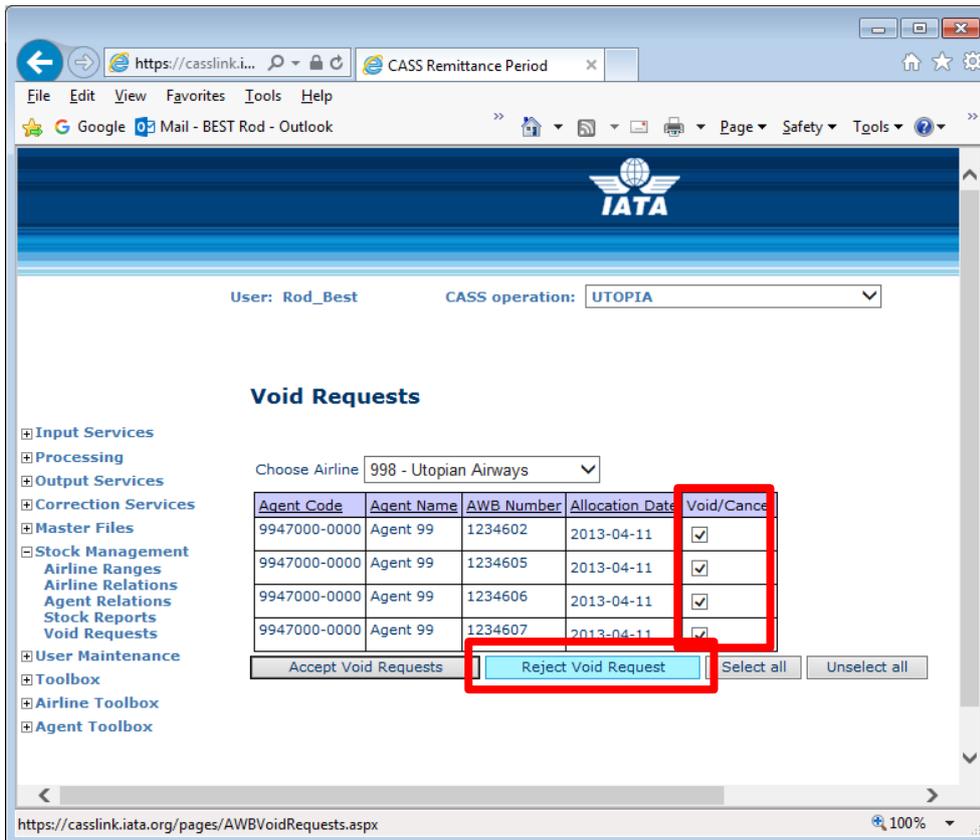
Buttons: Accept Void Requests, Reject Void Request, Select all, Unselect all

If an agent has requested that an AWB/AWB's are to be Voided, the Airline user can view these requests in the "Void Requests" pages. The Airline can then decide whether to Accept or Reject the Void for any of the AWB with Void request.

If the Airline Accepts the Void Request, the Stock is Cancelled and the AWB Serial Number removed from the Agent's available numbers.



If the Airline Rejects the Void Request, the agent request is cancelled and the AWB serial number returned to the agent's available stock for use. These will show as "Unused" in Agent Stock Allocation Details page.



Utopian Airways  
Agent Stock Allocation Det...

https://casslink.i... Agent Stock Allocation Det... x

File Edit View Favorites Tools Help

Google Mail - BEST Rod - Outlook Page Safety Tools

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

Airline: 998 - Utopian Airways  
Agent: 9947000 - 0000 HQ Agent 99

| Issue Date       | From      | To        | Expiry Date | Unused | Closed |
|------------------|-----------|-----------|-------------|--------|--------|
| 2013-04-11 15:47 | 1234602-5 | 1234607-3 |             | 4      |        |

[Back to allocations](#)

| AWB       | Status    | Used Date  | AWB Issue Date | Request Void             |
|-----------|-----------|------------|----------------|--------------------------|
| 1234602-5 | Unused    |            |                | <input type="checkbox"/> |
| 1234603-6 | Cancelled | 2013-04-12 |                | <input type="checkbox"/> |
| 1234604-0 | Cancelled | 2013-04-12 |                | <input type="checkbox"/> |
| 1234605-1 | Unused    |            |                | <input type="checkbox"/> |
| 1234606-2 | Unused    |            |                | <input type="checkbox"/> |
| 1234607-3 | Unused    |            |                | <input type="checkbox"/> |

XLS PDF Select all Unselect all Submit Void

100%

## 8.4 Cancel an AWB/AWB's

To Cancel or Accept a Void request submitted by an agent, the Airline:

- Go to – Airline Relations page
- Select Agent
- Select Details

User: Rod\_Best CASS operation: UTOPIA Sign out | Home | Help

**Airline Stock Relations**

Airline: 998-Utopian Airways Agent search:  Search  Active Only

Results:

| Agent           | Name                              | Max Unused | Std Allocation | Unused |                         |                      |
|-----------------|-----------------------------------|------------|----------------|--------|-------------------------|----------------------|
| 9847000-0005 HQ | Agent 1                           | 20         | 20             | 0      | <a href="#">Details</a> | <a href="#">Edit</a> |
| 9847001-0004 HQ | Agent 2                           | 20         | 20             | 0      | <a href="#">Details</a> | <a href="#">Edit</a> |
| 9847002-0003 HQ | Agent 3                           | 0          | 0              | 0      | <a href="#">Details</a> | <a href="#">Edit</a> |
| 9847122-0013 HQ | John Smith Freight Forwarding Ltd | 50         | 30             | 30     | <a href="#">Details</a> | <a href="#">Edit</a> |
| 9947000-0000 HQ | Agent 99                          | 10         | 6              | 6      | <a href="#">Details</a> | <a href="#">Edit</a> |

1

[XLS](#) [PDF](#)

- Select Details for the desired Range

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

**Airline Stock Allocation Overview**

Airline: 998 - Utopian Airways  
Agent: 9947000 - 0000 HQ Agent 99  
[Back to relations](#)

Show only open allocations

Showing page 1 of 1

| Issue Date       | From      | To        | Expiry Date | Unused | Closed |                         |                                   |
|------------------|-----------|-----------|-------------|--------|--------|-------------------------|-----------------------------------|
| 2013-04-12 15:09 | 1234608-4 | 1234617-6 |             | 10     |        | <a href="#">Details</a> | <a href="#">Cancel Allocation</a> |
| 2013-04-11 15:47 | 1234602-5 | 1234607-3 |             | 6      |        | <a href="#">Details</a> | <a href="#">Cancel Allocation</a> |

1

[XLS](#) [PDF](#)

- View the AWB numbers allocated to the agent.
- Select Cancel/ Accept Void

**Airline Stock Allocation Details**

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

Airline: 998 - Utopian Airlines  
Agent: 9847000 - 0005 HQ Agent 86

| Issue Date       | From      | To        | Expiry Date | Unused | Closed |
|------------------|-----------|-----------|-------------|--------|--------|
| 2012-06-04 17:06 | 1234610-6 | 1234634-2 |             | 19     |        |

[Back to allocations](#)

| AWB       | Status    | Used Date  | AWB Issue Date |                                     |
|-----------|-----------|------------|----------------|-------------------------------------|
| 1234610-6 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234611-0 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234612-1 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234613-2 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234614-3 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234615-4 | Cancelled | 2013-04-15 |                | <input type="checkbox"/>            |
| 1234616-5 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234617-6 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234618-0 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234619-1 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234620-2 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234621-3 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234622-4 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234623-5 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234624-6 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234625-0 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234626-1 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234627-2 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234628-3 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234629-4 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234630-5 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234631-6 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234632-0 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234633-1 | Unused    |            |                | <input checked="" type="checkbox"/> |
| 1234634-2 | Unused    |            |                | <input checked="" type="checkbox"/> |

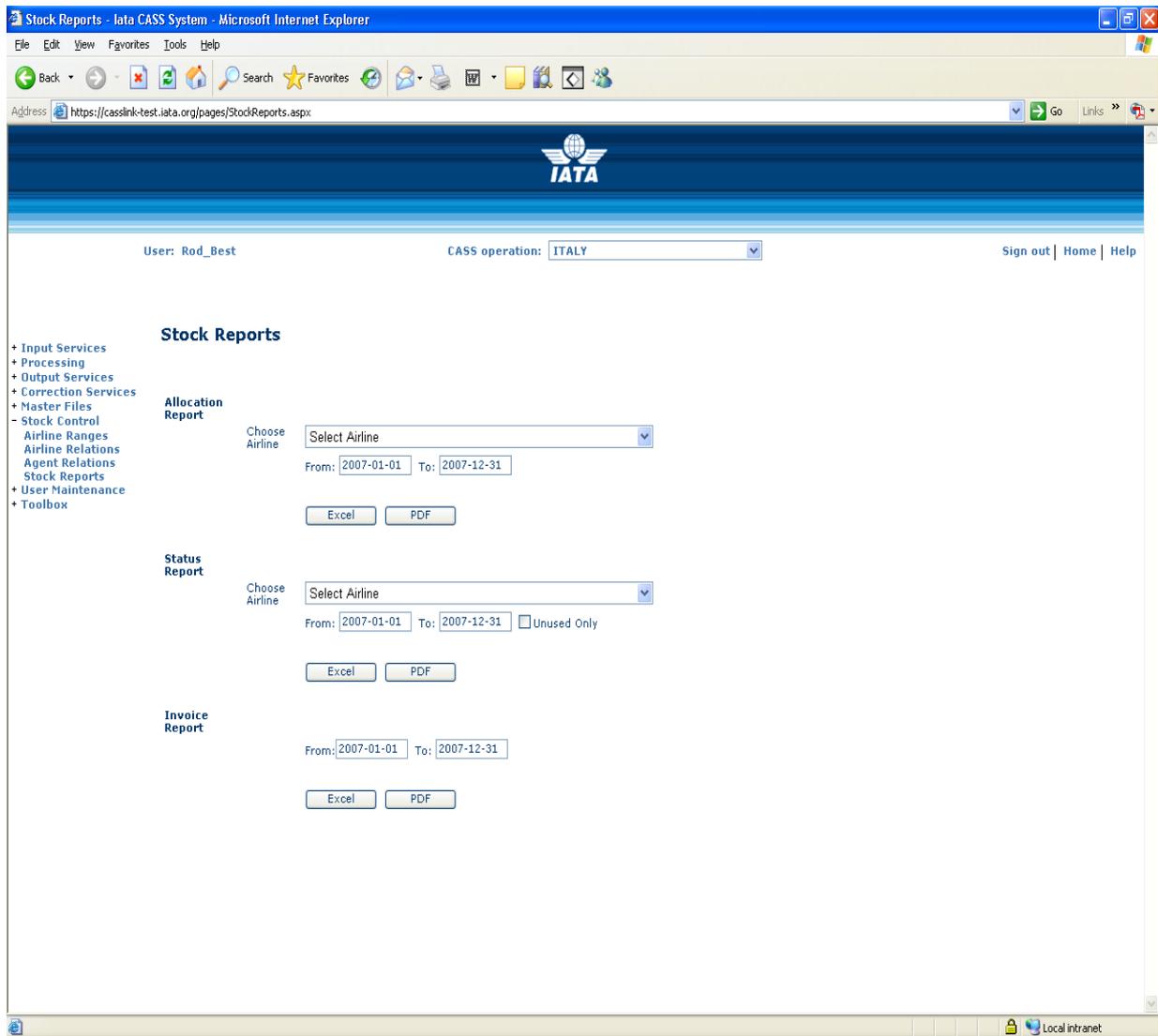
1

The Airline can select an individual AWB or All, as required for cancellation.

Selected AWB are Cancelled, and the Unused AWB count has been reduced.

## 9. Stock Reports

There are now three (3) management reports available under Stock Maintenance – Stock Reports.



### Known problem with XLS reporting.

XLS reports have a limit of 65,536 lines. Any requested report that has more than 65,536 lines will fail to generate. If this happens, reduce the report parameters and start again.

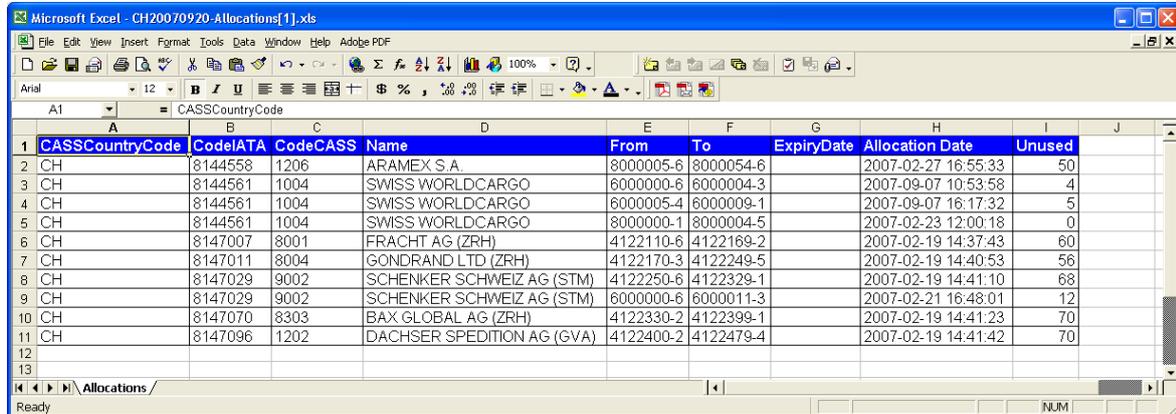
PDF reports do not have a line limitation.

## 9.1 Allocation Report

This report is available to Airlines and CASS Managers.

Select the Airline required (the airline is pre-selected if the user has only one airline assigned).

- Define the search/data dates From/To
- Select the report type – Excel or PDF.

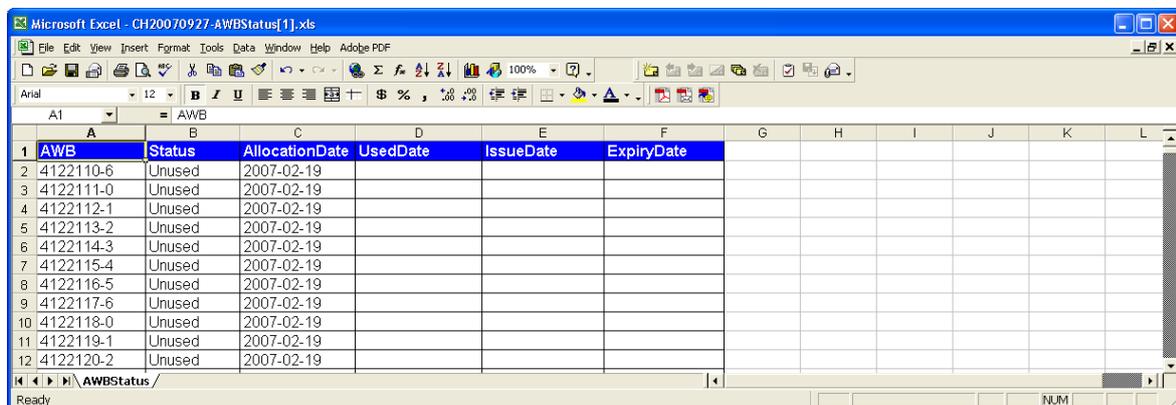


| 1  | CASSCountryCode | CodeIATA | CodeCASS | Name                       | From      | To        | ExpiryDate | Allocation Date     | Unused |
|----|-----------------|----------|----------|----------------------------|-----------|-----------|------------|---------------------|--------|
| 2  | CH              | 8144558  | 1206     | ARAMEX S.A.                | 8000005-6 | 8000054-6 |            | 2007-02-27 16:55:33 | 50     |
| 3  | CH              | 8144561  | 1004     | SWISS WORLDCARGO           | 6000000-6 | 6000004-3 |            | 2007-09-07 10:53:58 | 4      |
| 4  | CH              | 8144561  | 1004     | SWISS WORLDCARGO           | 6000005-4 | 6000009-1 |            | 2007-09-07 16:17:32 | 5      |
| 5  | CH              | 8144561  | 1004     | SWISS WORLDCARGO           | 8000000-1 | 8000004-5 |            | 2007-02-23 12:00:18 | 0      |
| 6  | CH              | 8147007  | 8001     | FRACHT AG (ZRH)            | 4122110-6 | 4122169-2 |            | 2007-02-19 14:37:43 | 60     |
| 7  | CH              | 8147011  | 8004     | GONDRAND LTD (ZRH)         | 4122170-3 | 4122249-5 |            | 2007-02-19 14:40:53 | 56     |
| 8  | CH              | 8147029  | 9002     | SCHENKER SCHWEIZ AG (STM)  | 4122250-6 | 4122329-1 |            | 2007-02-19 14:41:10 | 68     |
| 9  | CH              | 8147029  | 9002     | SCHENKER SCHWEIZ AG (STM)  | 6000000-6 | 6000011-3 |            | 2007-02-21 16:48:01 | 12     |
| 10 | CH              | 8147070  | 8303     | BAX GLOBAL AG (ZRH)        | 4122330-2 | 4122399-1 |            | 2007-02-19 14:41:23 | 70     |
| 11 | CH              | 8147096  | 1202     | DACHSER SPEDITION AG (GVA) | 4122400-2 | 4122479-4 |            | 2007-02-19 14:41:42 | 70     |
| 12 |                 |          |          |                            |           |           |            |                     |        |
| 13 |                 |          |          |                            |           |           |            |                     |        |

The resulting output details all allocations and the number of “Unused” AWB’s in the allocation.

## 9.2 Status Report

The Status Report enables Airlines to generate a report of AWB Allocation. This may be further defined by checking the “Unused only” box.



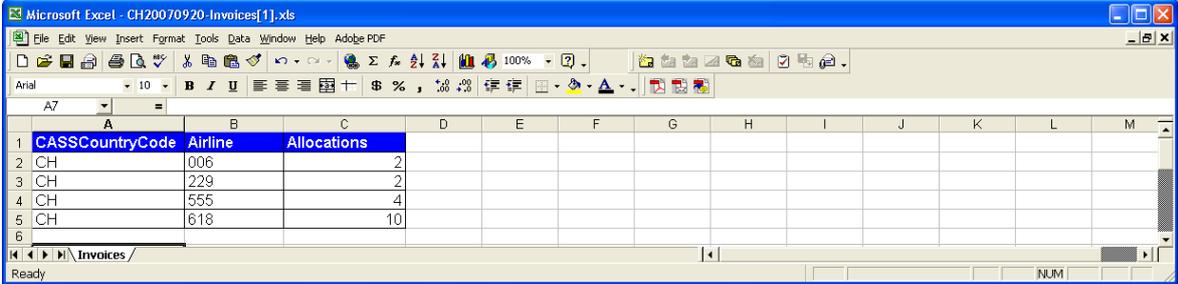
| 1  | AWB       | Status | AllocationDate | UsedDate | IssueDate | ExpiryDate |
|----|-----------|--------|----------------|----------|-----------|------------|
| 2  | 4122110-6 | Unused | 2007-02-19     |          |           |            |
| 3  | 4122111-0 | Unused | 2007-02-19     |          |           |            |
| 4  | 4122112-1 | Unused | 2007-02-19     |          |           |            |
| 5  | 4122113-2 | Unused | 2007-02-19     |          |           |            |
| 6  | 4122114-3 | Unused | 2007-02-19     |          |           |            |
| 7  | 4122115-4 | Unused | 2007-02-19     |          |           |            |
| 8  | 4122116-5 | Unused | 2007-02-19     |          |           |            |
| 9  | 4122117-6 | Unused | 2007-02-19     |          |           |            |
| 10 | 4122118-0 | Unused | 2007-02-19     |          |           |            |
| 11 | 4122119-1 | Unused | 2007-02-19     |          |           |            |
| 12 | 4122120-2 | Unused | 2007-02-19     |          |           |            |

### 9.3 Invoice Report

This report is available to CASS Managers only.

- Define the search/data dates From/To
- Select the report type – Excel or PDF.

The resulting output provides statistics on the number of allocations made to Stock carriers during the specified period.



## 10. Frequently Asked Questions

**Q:** Can the system be used for carrier pre-printed AWBs?

**A:** Yes, the carrier acts exactly the same as for Neutral Numbers the difference being that when the CONFIRMATION email, see section 7, is received by the carrier they use this to select and dispatch the appropriately numbered pre-printed documents.

...

**Q:** Does an Airline have to give neutral numbers to every agent that requests them?

**A:** Absolutely not, the carrier establishes relationships for each agent and may decide only to allow certain agents to request numbers through *CASSLink*. The carrier can then determine how many numbers each agent may request and how many they may hold at any one time. The Airline can change the Standard Allocation at any time.

...

**Q:** What does it cost for an Agent?

**A:** Nothing. The system is free for Agents.

...

**Q:** What does it cost for an Airline?

**A:** Airlines are charged based on the number of agreed allocations made during the month...the actual charge depends on the CASS operation size and how many countries the carrier subscribes to. For specific details the Cargo Manager responsible for the CASS operation in question will advise the airline.

...

**Q:** Do we get reports at the end of the month?

**A:** The *CASSLink* AWB Management system utilise "Report on Demand" technology allowing the carrier and agents to access the latest status of allocations and usage.

...

**Q:** Can a user get access just to the AWB Stock Management System?

**A:** Yes, a *CASSLink* user access can be established to provide access to the STOCK items only.

...

**Q:** Can I order Neutral AWBs through *CASSLink*?

**A:** IATA is currently investigating whether there is a demand to provide on-line NEUTRAL AWB ordering, linking to globally recognised quality printing companies.

**Q:** Agent is unable to Request an Allocation. Why?

**A:** Check that there are AWB's available in the Airline Range that can be allocated to Agents. Check that the Agent has not exceeded their Max Unused and therefore cannot request more. If the Airline has selected Lock Allocation as an option, check that the Agent is able to request this number AWB. Amend Max Unused level if necessary.