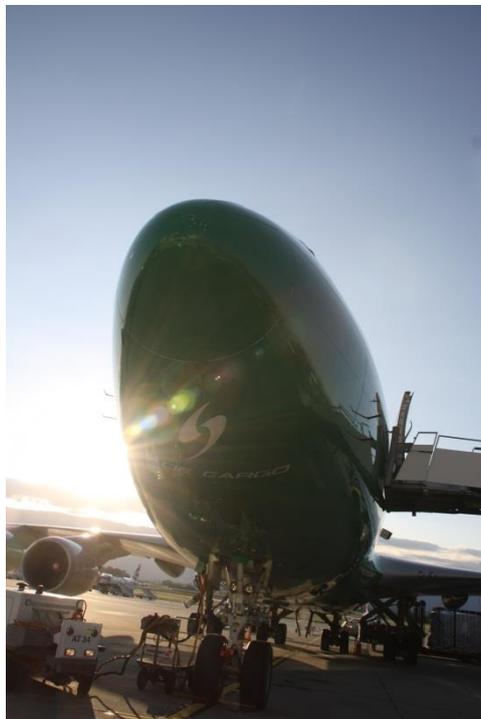




**CASSLink User Manual
for
IATA Agents
and
CASS Associates**



(for CASSLink V3.13)

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Changes to this version of the Agent *CASSLink* User guide

- 1.1 What is CASSLink
- 1.2 Internet URL
- 1.3 Agent Admin Users
- 1.4 Username and Password

1. Getting Started

1.1 What is CASSLink?

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

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

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

1.2 Internet URL

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

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

1.3 Agent Admin Users

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

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

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

1.4 Username and Password

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

The Username allows the User to:

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

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

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

1.5 CASSLink Log-in Screen

The screenshot shows the IATA Customer Portal interface. At the top, there is a navigation bar with 'My Open Cases' (29) and 'Cases requiring my feedback' (0). Below this is a table of cases:

Case Number	Type of case	Subject	Country concerned	Created Date	Status
07183927		Cobol - Other Charges PDF reporting		9/22/2016 11:00 AM	Closed
07183888		Cobol - Convert Notifications and other reports		9/22/2016 10:44 AM	Closed
07182612		Change to IATA User profiles		9/21/2016 7:19 PM	Closed
07182563		CASSLink Screens when searching for AWB		9/21/2016 7:00 PM	Closed
07182548		User Creation		9/21/2016 6:52 PM	Closed

Below the table is a 'See more' link. To the left is a 'My Notifications' section with three entries: '9/22/16 Access to your service has been granted.', '9/21/16 Access to your service has been granted.', and '9/21/16 Access to your service has been granted.'. To the right is a 'My Services' section with a red box around the following links: 'CASSLink Export', 'CASSLink Import', and 'External Links'. Below these are 'Resource Center' and a 'New Service Request' button. At the bottom is a 'News' section featuring a 'Customer Satisfaction' gauge with the IATA logo.

In “My Services”, all linked services are listed.

1.6 CASSLink Home Page

The screenshot displays the CASSLink Home Page interface. At the top, the IATA logo is centered. Below it, the user is identified as 'User: ZZ_2' and the current CASS operation is 'UTOPIA'. The page is organized into three main columns: 'Operation messages', 'Information', and 'News'. The 'Operation messages' column contains several critical notices, including a 'IATA FRAUD WARNING NOTICE' and a 'BEWARE OF FRAUD' warning. The 'Information' column features a box labeled 'Other User information'. The 'News' column includes a box labeled 'Other IATA/CASS messages'. On the left side, a 'User Menu' box points to a list of services such as 'Output Services', 'Correction Services', 'Stock Management', 'User Maintenance', and 'Agent Toolbox'. A 'User identification' box also points to the user profile information. A 'CASSLink Country' box points to the 'UTOPIA' dropdown menu. The page footer indicates 'Local intranet' and '100%' zoom.

The CASSLink “Home” screen contains information on the following:

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

1.7 **CASSLink Menu**

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

- Output Services
- Correction Services
- Stock Management
- User Maintenance
- Agent Toolbox

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

2. Output Services

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

2.1 Output Agents

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

The Output Agents screen contains the following information:

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

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

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

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

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

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

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

2.1.1 Digital Signatures

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

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

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

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

2.2 Output Reports

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

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

2.2.1 PDF Report

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

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

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

053_200910[1].pdf - Adobe Reader

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

AGENT: GEOLOGISTICS LTD
 M1 FURRY PARK OLD AIRPORT ROAD
 SANTRY DUBLIN 9
 IRELAND

VAT REGISTRATION NR: IE9F47155K
 IATA NUMERIC CODE: 36-4 7005/0002

CARGO SALES INVOICE/ADJUSTMENT

AIRLINE: 053
 AER LINGUS
 CARGO REVENUE, HEAD OFFICE BUILDING
 DUBLIN AIRPORT
 IRELAND

INVOICE NR: IE-053-000006
 INVOICE DATE: 11-DEC-09
 TAX POINT DATE: 31-OCT-09

VAT REGISTRATION NR: IE9L40507W
 BILLING PERIOD: 01-OCT-09 - 31-OCT-09

CURRENCY: EUR

PAGE: 1

AWB SERIAL NUMBER	SP IN	ORGDES	WRIGHT	PREPAID CHARGES	OTHER	COLLECT CHARGES	OTHER	COMMISSION	INCENTIVE	NET AMOUNT BEFORE TAX	TAX	NET AMOUNT PAYABLE	EXEC DATE	AGENTS INFORMATION
			VALUATION	CHARGES	CHARGES	VALUATION	CHARGES						AWB	
E.U. CARGO														
15825364	LT	DUBAMS	3.0	27.00	40.80	0.00	0.00	0.00	0.00	67.80	14.24	82.04	081121	
15825386	LT	DUBAMS	172.0	123.84	168.73	0.00	0.00	0.00	0.00	292.57	61.44	354.01	081128	
15825390	LT	DUBAMS	4.0	27.00	42.40	0.00	0.00	0.00	0.00	69.40	14.57	83.97	081129	
TOTAL E.U. CARGO			179.0	177.84	251.93	0.00	0.00	0.00	0.00	429.77	90.25	520.02		
INTERNATIONAL CARGO														
15825250	LT	DUBJFK	271.0	265.58	325.79	0.00	0.00	0.00	0.00	591.37	0.00	591.37	081122	
15825261	LT	DUBJFK	1018.0	946.74	1132.60	0.00	0.00	0.00	0.00	2079.34	0.00	2079.34	081129	
15825353	LT	DUBJFK	124.5	150.65	88.30	0.00	0.00	0.00	0.00	238.95	0.00	238.95	081124	
15825375	LT	DUBJFK	216.0	261.36	264.19	0.00	0.00	0.00	0.00	525.55	0.00	525.55	081126	
TOTAL INTERNATIONAL CARGO			1629.5	1624.33	1810.88	0.00	0.00	0.00	0.00	3435.21	0.00	3435.21		
GRAND TOTAL			1808.5	1802.17	2062.81	0.00	0.00	0.00	0.00	3864.98	90.25	3955.23		

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

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

053_200910[1].pdf - Adobe Reader

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

AGENT: GEOLOGISTICS LTD
 M1 FURRY PARK OLD AIRPORT ROAD
 SANTRY DUBLIN 9
 IRELAND

VAT REGISTRATION NR: IE9F47155K
 IATA NUMERIC CODE: 36-4 7005/0002

CARGO SALES INVOICE/ADJUSTMENT

AIRLINE: 053
 AER LINGUS
 CARGO REVENUE, HEAD OFFICE BUILDING
 DUBLIN AIRPORT
 IRELAND

INVOICE NR: IE-053-000006
 INVOICE DATE: 11-DEC-09
 TAX POINT DATE: 31-OCT-09

CURRENCY: EUR BILLING PERIOD: 01-OCT-09 - 31-OCT-09 PAGE: 2

AWB	SP	ORGDES	WEIGHT	PREPAID CHARGES	COLLECT CHARGES	COMMISSION	INCENTIVE	NET AMOUNT	TAX	NET AMOUNT	EXEC	AGENTS
SERIAL	IN		WEIGHT	OTHER	WEIGHT	OTHER		BEFORE		PAYABLE	DATE	INFORMATION
NUMBER			VALUATION	CHARGES	VALUATION	CHARGES		TAX		AWB		
RECAPITULATION												
EUR												
EU CARGO												
TOTAL PREPAID CHARGES DUE AIRLINE								429.77				
COMMISSION DUE AGENT					0.00							
OTHER CHARGES DUE AGENT					0.00							
INCENTIVE DUE AGENT					0.00							
TAX DUE AGENT (21.00%)					0.00							
TAX DUE AIRLINE (21.00%)										90.25		
										520.02		
NON-EU CARGO												
TOTAL PREPAID CHARGES DUE AIRLINE								3435.21				
COMMISSION DUE AGENT					0.00							
OTHER CHARGES DUE AGENT					0.00							
INCENTIVE DUE AGENT					0.00							
TAX DUE AGENT (0.00 %)					0.00							
TAX DUE AIRLINE (0.00 %)										0.00		
										3435.21		
NET TOTAL DUE AIRLINE										3955.23		

Sample PDF Output - Export Billing Statement

36-4-7013-0001_200910[1].pdf - Adobe Reader

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

AGENT: EXPEDITORS IRELAND LTD
 UNIT 6, HORIZON LOGISTICS PARK
 HARRISTOWN ST. MARGARETS SWORDS CO. DUBLIN
 IRELAND

VAT REGISTRATION NR: IE9F47155K
 IATA NUMERIC CODE: 36-4 7013/0001

EXPORT BILLING STATEMENT - AGENT

CURRENCY: EUR

DATE: 11 DEC 09

BILLING PERIOD: 01 OCT 09 - 31 OCT 09

AIRLINE	NUMBER	NAME	WEIGHT	PREPAID CHARGES	DUE	WEIGHT	CHARGES COLLECT	COMMISSION	SALES	TAX	PAYABLE	INVOICE	BILL
			CHARGE	AIRLINE	AGENT	CHARGE			INCENTIVE	AMOUNT		NUMBER	PERI
053	BI		15344.96	20845.25	0.00	0.00	0.00	0.00	0.00	1157.73	37347.94	IE-053-000009	01
083	SA		4359.59	3173.00	0.00	0.00	0.00	0.00	0.00	449.04	7981.63	IE-083-000001	01
GRAND TOTAL			19704.55	24018.25	0.00	0.00	0.00	0.00	0.00	1606.77	45329.57		
NET DUE AIRLINE											45329.57		

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

2.2.2 HOT File

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

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

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

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	
	AirlinePrefix	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AVB Serial Number	Airport Origin	Airport Destination	Weight	Prepaid Weight	Charge	Prepaid Due	Airline Collect
2	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610360	SYD	POS	411		2466	287.7	
3	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610393	SYD	PIT	547		2078.6	382.89	
4	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611004	SYD	PIT	4019		13664.6	2813.3	
5	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611016	SYD	ORD	138		558.9	.77	
6	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611026	SYD	PIT	26		477	77.8	
7	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611030	SYD	PIT	3		114	6.3	
8	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	43894526	SYD	YYZ	17		100	11.73	
9	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOV	-1000		-3500	0	
10	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOV	1000		3000	0	
11	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MKE	52		210.8	48.6	
12	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880655	SYD	MEM	45		477	42	
13	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EVFR	453		17214	317.1	
14	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200		780	140	
15	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21862122	SYD	SEL	324		1539	75	
16	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21862133	SYD	SEL	189		892.25	75	
17	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21862144	SYD	SEL	395		1876.25	75	
18	049		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438		2452.8	260.9	
19	063		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	91284723	SYD	NOU	25		167.5	15.75	
20	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296		4147.2	388.8	
21	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620		589	0	
22	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2		114	0.6	
23	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38		178.6	11.4	
24	074		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16		215.2	9.6	
25	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689850	SYD	MNL	3		120	20.6	
26	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689861	SYD	MNL	10		120	22	
27	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70		686	72.5	
28	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440		2396	350	
29	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	95		937	68.75	
30	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	290		2301	212.5	
31	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199432	SYD	SIN	138		358.8	54.5	
32	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199606	SYD	SIN	331		595.8	102.75	
33	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199621	SYD	AKL	56		229.6	59.2	
34	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199643	SYD	CHC	529		1269.6	337.4	
35	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089100	SYD	FRA	4.5		120	23.38	
36	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089111	SYD	AKL	45		184.5	45.9	
37	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089122	SYD	LAX	10.5		175.3	127.88	
38	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089133	SYD	HKG	1000		1850	270	
39	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089144	SYD	SIN	195		351	63.75	
40	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089155	SYD	AKL	4		120	22.8	
41	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089166	SYD	LAX	9		150.75	126.75	

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

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

2.3 AWB History

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

AWB History - Iata CASS System - Windows Internet Explorer

Search Options
 Search for AWB
 Select an Agent
 Select an Airline

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
SOF	YYZ	1712.0	6539.84	1053.28	0.00	0.00	5461.28	0.00	2131.84		2010-08-28	2010-09-06	201008 - 01
SOF	YYZ	1712.0	6539.84	1053.28	0.00	0.00	5461.28	0.00	2131.84	02	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1110.24	0.00	0.00	5461.28	0.00	2188.80	02	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1110.24	0.00	0.00	5461.28	0.00	2188.80	03	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	112024.00	0.00	0.00	5461.28	0.00	113102.56	03	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	112024.00	0.00	0.00	5461.28	0.00	113102.56	04	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1120.24	0.00	0.00	0.00	0.00	7660.08	04	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1120.24	0.00	0.00	0.00	0.00	7660.08	05	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1120.24	0.00	0.00	5461.28	0.00	2198.80	05	2010-08-28	2010-09-21	201008 - 02
	Total	1712.0	6539.84	1120.24	0.00	0.00	5461.28	0.00	2198.80				

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

CASSLink will then search the database to find the record.

The record is then displayed and contains the following details:

- *Port of Origin*
- *Destination port*
- *Gross Weight* – may be Chargeable weight, depending on the value entered
- *Pre-Paid Weight and Valuation charges* – both charges combined
- *Pre-Paid Other Charges due Airline*
- *Charges Collect Weight and Valuation charges* – both charges combined
- *Charges Collect Other Charges due Airline*
- *Discount/Incentive* – based on Net/Net Sales amount
- *Commission* – if payable by the Airline
- *Net Payable ex VAT* – total amount due to Airline/Agent
- *Correction Number* – where a correction document has been processed

- *Execution Date* – of Air Waybill
- *Input Date* – date document input by Airline
- *Processing Period* – CASS Billing Period. May be “Correction” period
- *Airline*
- *Agent* – Correction processing may be effected to different Agents

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

2.4 View Agent Docs

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

The screenshot shows the IATA CASSlink web application interface. The browser address bar displays <https://casslink.iata.org/>. The user is logged in as 'AU_Rod' and the CASS operation is set to 'AUSTRALIA'. The page title is 'Output Agents Document View'. A red box highlights the 'View Agent Docs' link in the left-hand navigation menu. The main content area shows a table of documents for the chosen agent '0230000 - 0006 HQ IATA CASS AU'. The table includes columns for 'Upload Date', 'Document Name', and 'Download'.

Upload Date	Document Name	Download
2016-05-03	Cargolink_factsheet.pdf	Download
2016-03-03	AUxx02300000006_20160303_On-lineCorrectionReasonCode.pdf	Download
2016-02-29	AUxx02300000006_20160229_CASSLink Correction Services - Reason Code.pdf	Download
2016-02-23	AU1202300000006_20160223_All Nippon Airways Co. Ltd joining CASS AU.pdf	Download
2015-11-05	AUxx02300000006_20151105_CASSlink Downtime 16Nov2015.pdf	Download
2015-08-07	AUxx02300000006_20150807_Temporary Change of IATA Helpdesk Phone Support Hours.pdf	Download
2015-08-06	AUxx02300000006_20150806_Temporary Change of IATA Helpdesk Phone Support Hours.pdf	Download
2015-07-20	AUxx02300000006_20150720_Your Voice Reminder.pdf	Download
2015-06-26	AUxx02300000006_20150626_CASSlink Downtime 30June.pdf	Download

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

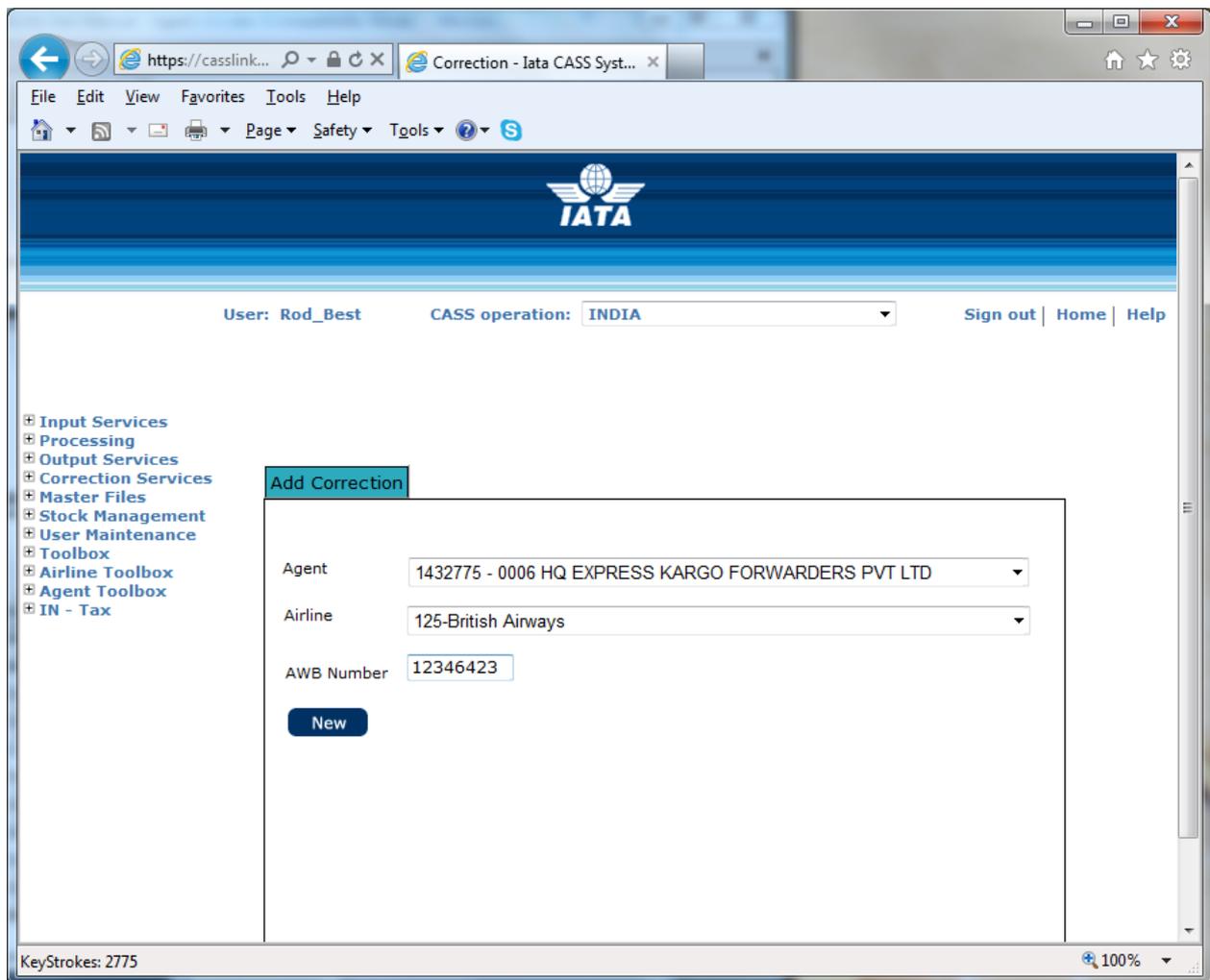
3. Correction Services

3.1 Add Correction

In *CASSLink* there is the facility for Agents to request a “Correction” online to the Airline.

Procedure:

- Go to Menu - Correction Services
- Select Add Correction
- Select your Agent code from the drop-down list
- Select the Airline from the drop-down list
- Enter the AWB Serial number
- Click the “New” button



The screenshot displays the CASSLink web application interface. At the top, the IATA logo is visible. Below it, the user information shows 'User: Rod_Best' and 'CASS operation: INDIA'. A navigation menu on the left lists various services, with 'Correction Services' expanded. The main content area features the 'Add Correction' form, which includes three input fields: 'Agent' (1432775 - 0006 HQ EXPRESS KARGO FORWARDERS PVT LTD), 'Airline' (125-British Airways), and 'AWB Number' (12346423). A 'New' button is located below the AWB Number field. The browser's address bar shows the URL 'https://casslink...' and the page title is 'Correction - Iata CASS Syst...'. The status bar at the bottom indicates 'KeyStrokes: 2775' and 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). Note that the Original/Incorrect amounts are a reversal of the Original AWB Billing, or previous Correction.

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

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

Correction Form Documents

Agent's code: 9847000 - 0005 Status: New Number: 01
 Airline's Code: 998

AWB No.: 11954261 Origin: CDG Destination: JFK Date of AWB Issue: 2013-03-16

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	0.0	21.0

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	USD			
Weight Charges	0.00	0.00	57.00	0.00
Valuation Charges	0.00	0.00	0.00	0.00
Commission		0.00		0.00
Incentive		0.00		0.80
Net/net Amount		0.00		56.20
Total Other Charges Due Agent	0.00	0.00	0.00	0.00
Total Other Charges Due Airline	0.00	0.00	64.05	0.00
Total payable to airline ex. VAT		0.00		120.25-
VAT/TAX		<input type="checkbox"/>	<input type="checkbox"/>	0.00
Reason Code	Select a Reason for Correction			
Reason for Correction				
Reason for rejection	Requested by: 11402			

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

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

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

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

3.1.1 Reason Code

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

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

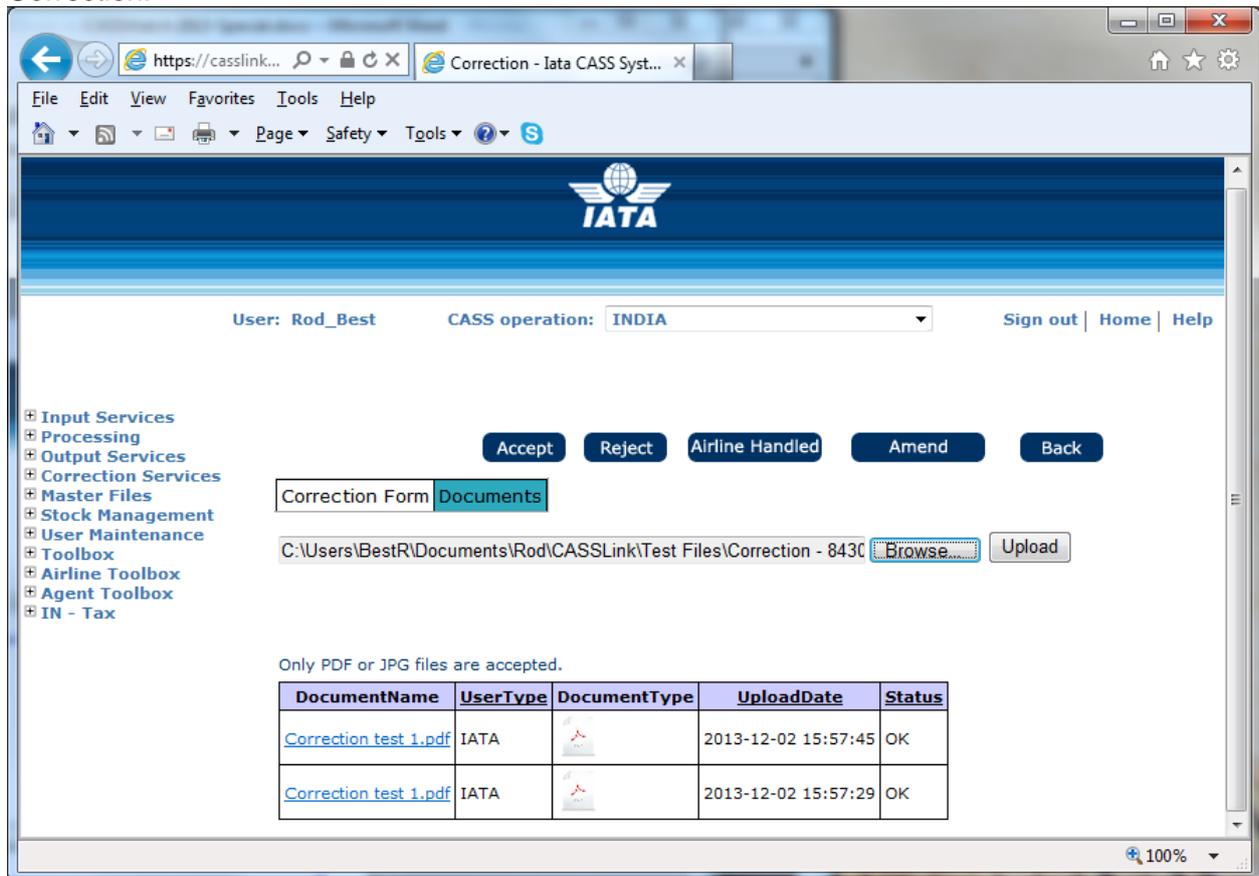
3.1.2 Reporting

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

Reason Code	Reason Name	Reason Type
6	VOID; Shipment Never Moved	General
11	Incorrect Chargeable Weight	Weight
11	Incorrect Chargeable Weight	Weight

3.1.3 Add Supporting Document

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



Process:

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

Multiple documents may be Uploaded to the Correction Request.

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

Sample Airline Correction pages.

Correction Form Documents

Accept Reject Airline Handled Amend Back

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 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

https://casslink... Correction - Iata CASS Syst...

File Edit View Favorites Tools Help

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

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
Correction test 1.pdf	IATA		2013-12-02 15:57:45	OK
Correction test 1.pdf	IATA		2013-12-02 15:57:29	OK

100%

3.2 Correction Auto-Approval

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

The basis for auto-approval is that a correction request must be entered online into *CASSLink* prior to a “Query Cut-Off” date. Where an agent enters a correction request prior to the Query Cut-Off date, the request will be automatically approved by *CASSLink* if the Airline does not select Accept, Reject, Amend or Airline Handle.

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

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

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

The changes have resulted in the following:

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

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

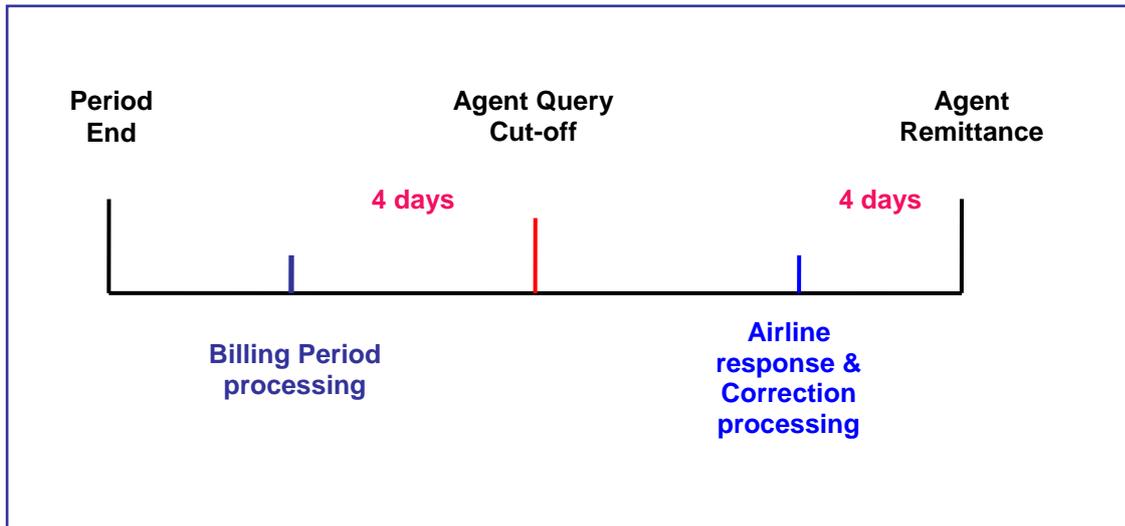
3.2.1 Sequence of events and what it means for Agents:

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

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

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

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



3.3 View Corrections

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

The screenshot shows the 'Correction - Overview' page in the IATA CASS System. The user is 'AU_Rodb' and the CASS operation is 'AUSTRALIA'. The search options include 'Show Pending / Acknowledged', 'Show Airline Handled', and 'Show All'. The 'Only show online-corrections' checkbox is checked. The table below shows a list of corrections with columns for Agent, Airline, AWBNumber, Estimated Amount, Org, Dest, Entry, Status, X, and Number.

Agent	Airline	AWBNumber	Estimated Amount	Org	Dest	Entry	Status	X	Number
0230013 - 2623	081	72461163	500.00-	SYD	FRA	2009-12-14	Pending	<input type="checkbox"/>	02 Show
0230013 - 2623	081	72461233	273.69-	SYD	FRA	2009-12-09	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461270	1.95-	SYD	FRA	2009-12-08	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461196	632.25-	SYD	JFK	2009-12-14	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461222	15.95-	SYD	FRA	2009-12-09	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461152	20.00-	SYD	MNL	2009-12-14	Pending	<input type="checkbox"/>	02 Show
0230013 - 2623	081	72460566	12.75-	SYD	FRA	2009-12-07	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461130	2.75-	SYD	FRA	2009-12-14	Pending	<input type="checkbox"/>	01 Show
0230013 - 2623	081	72461281	23.60-	SYD	WLG	2009-12-08	Pending	<input type="checkbox"/>	01 Show
0230013 - 3231	081	71915200	1308.00-	MEL	CGK	2009-10-14	Acknowledge	<input type="checkbox"/>	01 Show

Buttons at the bottom: Accept, Airline Handled, Select All, Deselect All.

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

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

The Correction Status may be:

▪ Accepted:	Airline has accepted the correction request
▪ Rejected:	Airline has rejected the correction request
▪ Airline Handled:	Airline has accepted correction request, but will be handled via the CASS billing files (usually CCA or DCM).

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

Additional Information:

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

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

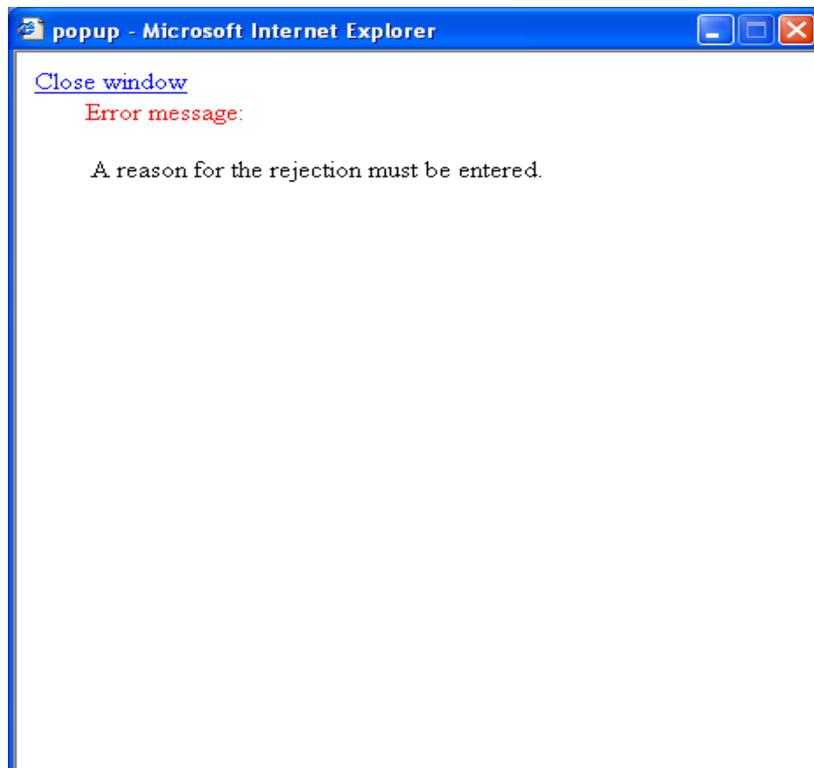
Sorting – where a column heading is underlined, the column may be sorted by clicking on the header name. For example, to sort Corrections by Entry date, click Entry and the list will be sorted into date order, oldest first. Click again and the list will resort with newest first. The sort feature exists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

3.3.1 Acceptance

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

3.3.2 Rejection

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



3.4 Correction Period

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

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

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

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

3.4.1 Correction Periods

Correction Periods are scheduled as part of the monthly or bi-monthly billing cycle. There is an Agent Query Cut-off Date (Agent deadline for correction submission in relation to Auto Approval in the current period only) and an Airline submission date i.e. cut-off date for a file or Online Correction to be loaded by the Airline into *CASSLink* before the Scheduled Processing date for the Correction Period.

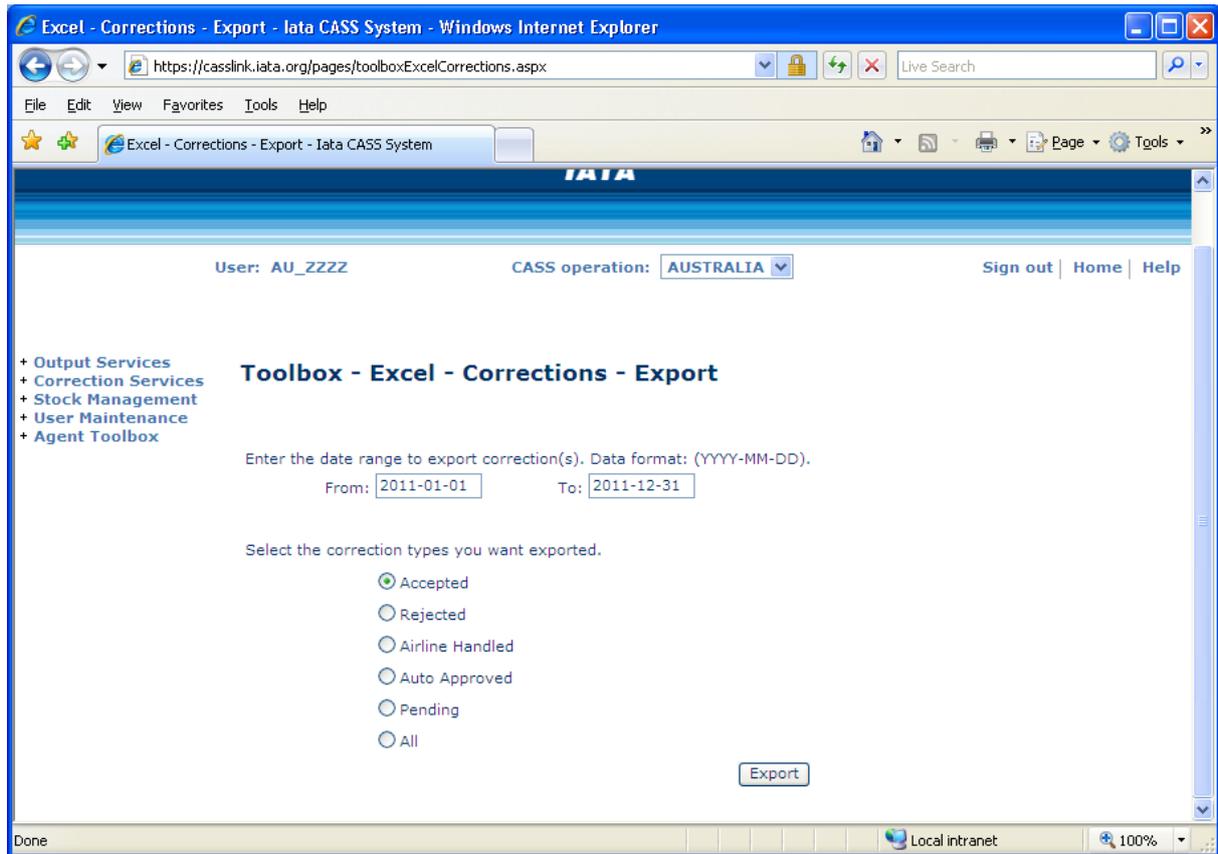
Important – When a Correction document is loaded subsequent to the Billing Period completion, the Correcting document will appear in *CASSLink* to be processed in the **next** Billing Period. Part of the system process at the commencement of a Correction Period processing is to identify those correction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

3.4.2 Correction Period Reports

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

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

3.5 Correction Report



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

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

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

Correction Status and report “Types” refer to:

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

4. User Maintenance

4.1 Change Password

If the User has a direct CASSLink password, at initial (first) login with a new Username, the User will be forced to change password. Users may also change their password at any time.

Procedure:

- Go to User Maintenance Menu;
- Select Change Password;
- Enter the “Old” password, then enter a new password twice. The new password must contain a minimum eight (8) alpha/numeric characters, with the password to contain at least 2 numeric characters.
- Click the “Update Password” button

Change Password - Iata CASS System - Microsoft Internet Explorer

Address: https://casslink-test.iata.org/pages/ChangePassword.aspx

User: AU_ABC1234 CASS operation: AUSTRALIA Sign out | Home | Help

+ Output Services
+ Correction Services
- User Maintenance
Change Password

Change Password

When changing your password, your new password must conform to Security requirements. Those requirements are as follows:

- It must contain eight alphanumeric characters.
- It must contain two numerals.

Suggestion: To make it easy to remember, your new password should consist of:

- Two three-letter words and two numerals.

Old Password: [Masked]

New Password: [Masked]

Retype New Password: [Masked]

Update Password

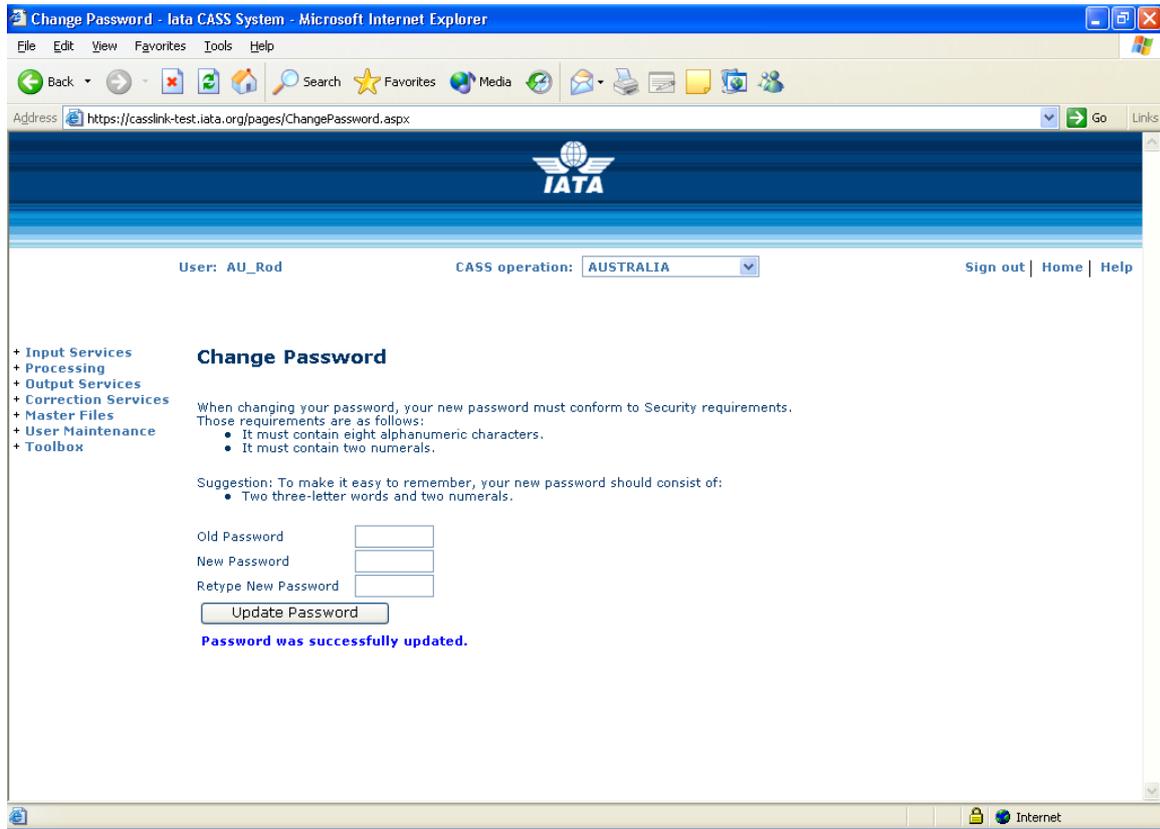
If the User has failed to enter the Password in the correct format, or entered the Password incorrectly, one of the following error messages may be displayed:

- ◆ The new Password and the Retyped New password are not identically.
- ◆ The new password does not conform to Security requirements. (the new password does not contain at least eight (8) characters or at least 2 numeric characters)

When the new password has been correctly entered, the message –

Password was successfully updated

will be displayed.

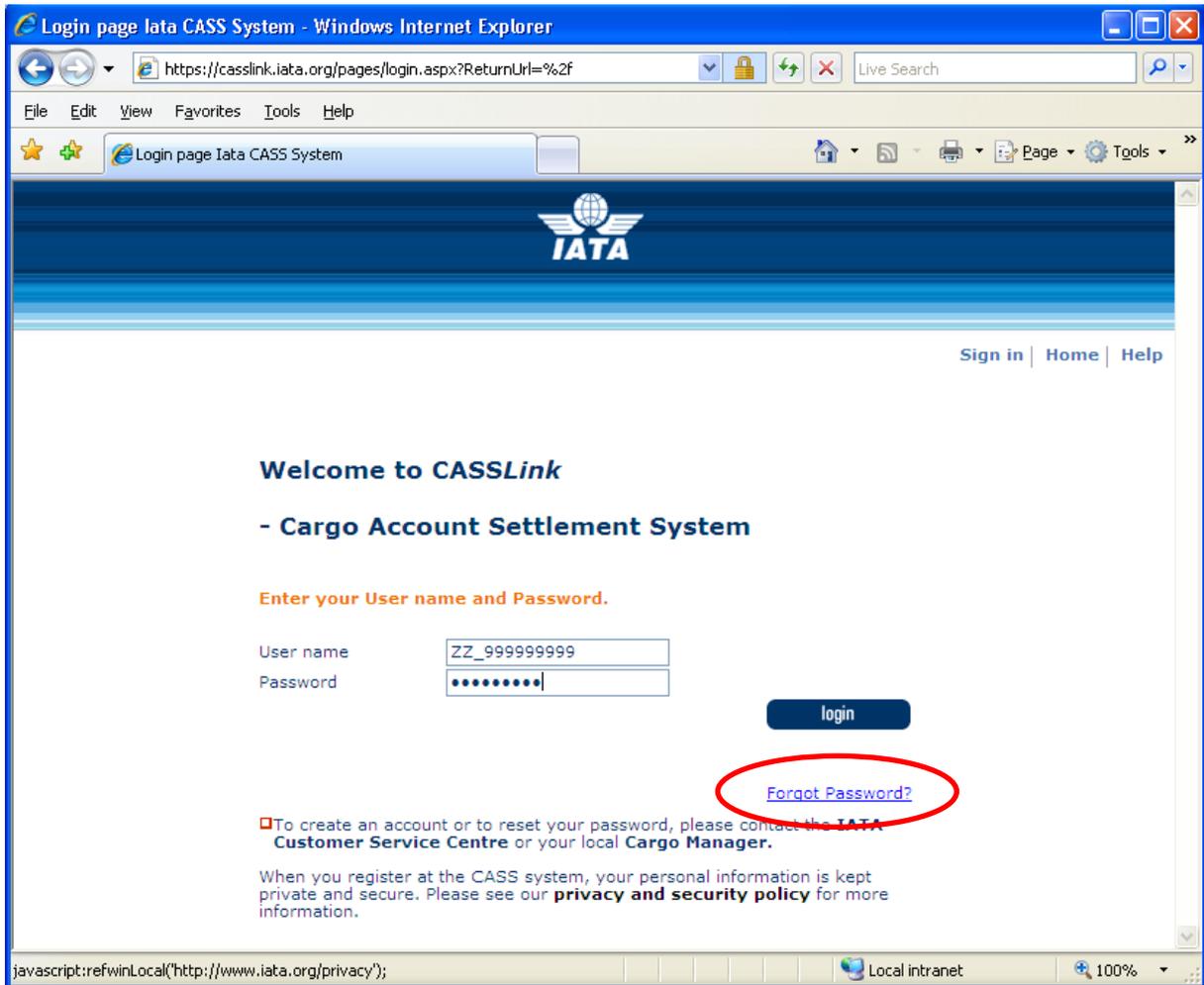


It is the responsibility of each CASSLink User to ensure that Usernames and Passwords are secure to ensure the confidentiality of their billing data.

Passwords must be changed at initial log-in (after Username has been created) and each six (6) months.

Password history also now means that the same password cannot be re-used for five (5) generations.

4.2 Forgot Password

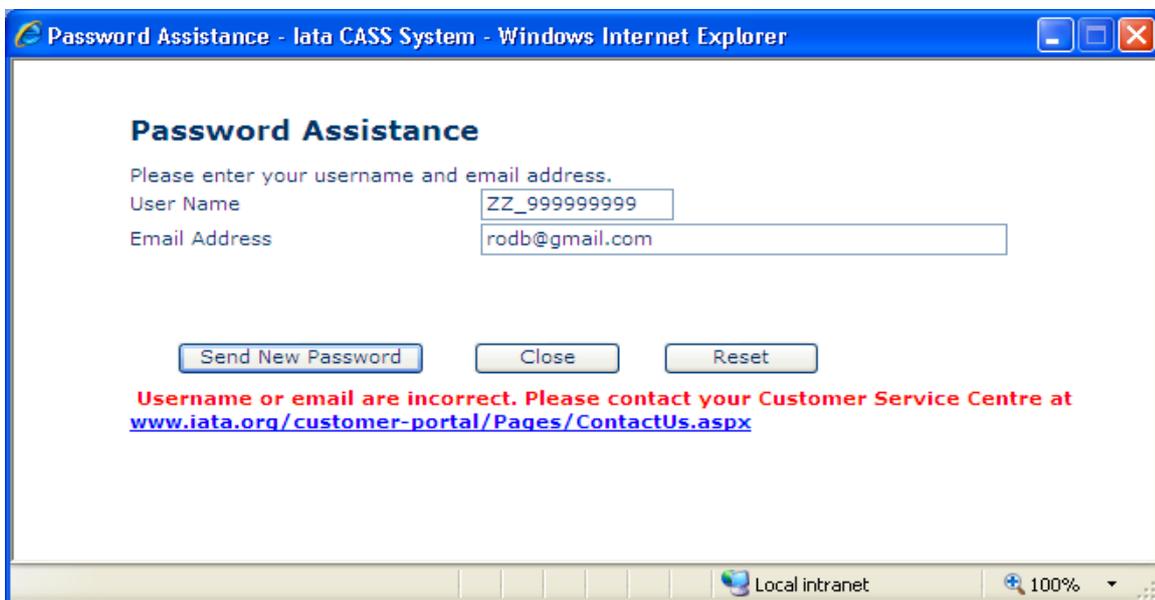
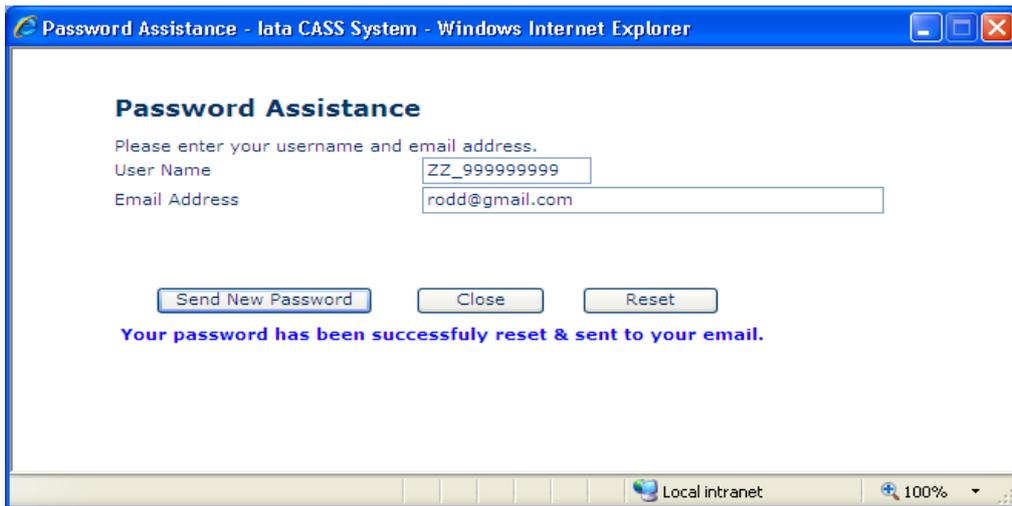


When a User has forgotten their password, the “Forgot Password” may be used to request a new user Password.

When the Forgot Password is selected, the User is asked to enter their Username and email address. Both need to match the User profile stored in CASSLink.

When the details have been entered correctly, the new password is sent to the User email address. It is not displayed on the screen.

Please note that the Forgot Password may only be used BEFORE the UserID is locked.



When the details entered are incorrect, or do not match the database, the User must contact their Customer Service Centre to verify the information and receive a new Password.

Possible problems preventing the use of this facility:

- Email address is incorrect in the database
- Browser has Pop-ups blocked. This prevents the entry screen from being displayed. Unblock Pop-ups and try again.
- Username is shared and new password is not sent to all Users of that Username

5. Stock Management

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

Please talk to your local Customer Service Centre or send a request via the customer portal – www.iata.org/cs for more details and a copy of the Stock Management Manual for Agents.

5.1 Stock Management Fact Sheet

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?

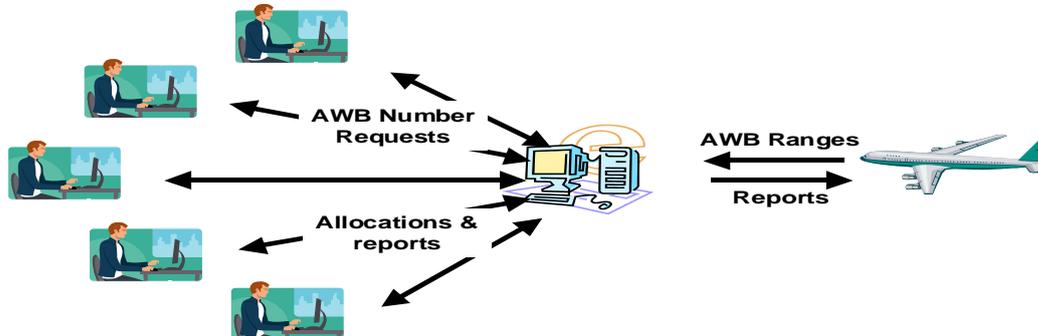
If the answer is YES, then the CASSLink Stock Management system is your solution

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:

www.iata.org/ps/financial_services/casslink.htm

CASSLink

"Simplifying the business of Air Cargo"

6. Agent Toolbox

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

6.1 Airline List

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

6.2 ROE (Rate of Exchange) Report

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

Toolbox - Excel - Rate of Exchange - Export

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

From: To:

The left screenshot shows the 'Toolbox' menu with the following items: Input Services, Processing, Output Services, Correction Services, Master Files, Stock Management, User Maintenance, Toolbox, Airline Toolbox, Agent Toolbox (circled in red), ROE, Correction Report, and Airline List.

The right screenshot shows an Excel spreadsheet titled 'exchange rates' with the following data:

CASS Country Code	Currency Code	Exchange Date	Exchange Rate
ZZ	ZZD	2011-11-21	1.7723
ZZ	ZZD	2011-11-20	1.7723
ZZ	ZZD	2011-11-19	1.7723
ZZ	ZZD	2011-11-18	1.7775
ZZ	ZZD	2011-11-17	1.7772
ZZ	ZZD	2011-11-16	1.7649
ZZ	ZZD	2011-11-15	1.7649
ZZ	ZZD	2011-11-14	1.7547
ZZ	ZZD	2011-11-13	1.7547
ZZ	ZZD	2011-11-12	1.7547
ZZ	ZZD	2011-11-11	1.761
ZZ	ZZD	2011-11-10	1.7516
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.

7. Glossary of Terms

Agent	IATA Accredited Cargo Agent (Freight Forwarder)
AWB	Air Waybill - the document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
Billing Period	There are twenty-four (24) Billing Periods each calendar year ie. two (2) per month. These are: 1 st to 15 th and 16 th to last day of month (28 th , 29 th , 30 th 31 st)
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	Cargo Charges Correction Advice means the document used for the notification of changes to the transportation charges and/or to other charges and/or the method of payment.
Charges Collect	Equivalent to the term 'freight collect' or 'charges forward', means the charges entered on the Air Waybill for collection from the consignee.
Correction document	See CCA or DCM
Correction Period	An additional Billing Period used to correct documents in the initial Billing production.
DCM	Debit Credit Memo – used to amend Net/Net sales
Remittance	Payment by Agents to CASS
Reporting Timetable	Timetable of events usually published by CASS before the start of a new year to identify key dates for report production, Agent remittance and Airline settlement.
Settlement	Amounts owed to Airlines by Agents through CASS

Storage Period	Defined in each CASS to be the time online records are stored and available for viewing in AWB History, Online Corrections and the Corrections Report. May be from 6-months to 60-months depending on the CASS Operation.
Upload	The processed used by Airlines to enter electronic billing files into <i>CASSLink</i> each Billing Period
Username	Log-in identification to access <i>CASSLink</i>

7. Frequently Asked Questions

Question	Answer
What is the CASSLink website address?	https://casslink.iata.org . 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 correction to you. Alternatively, go to Correction Services and request a billing correction 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.

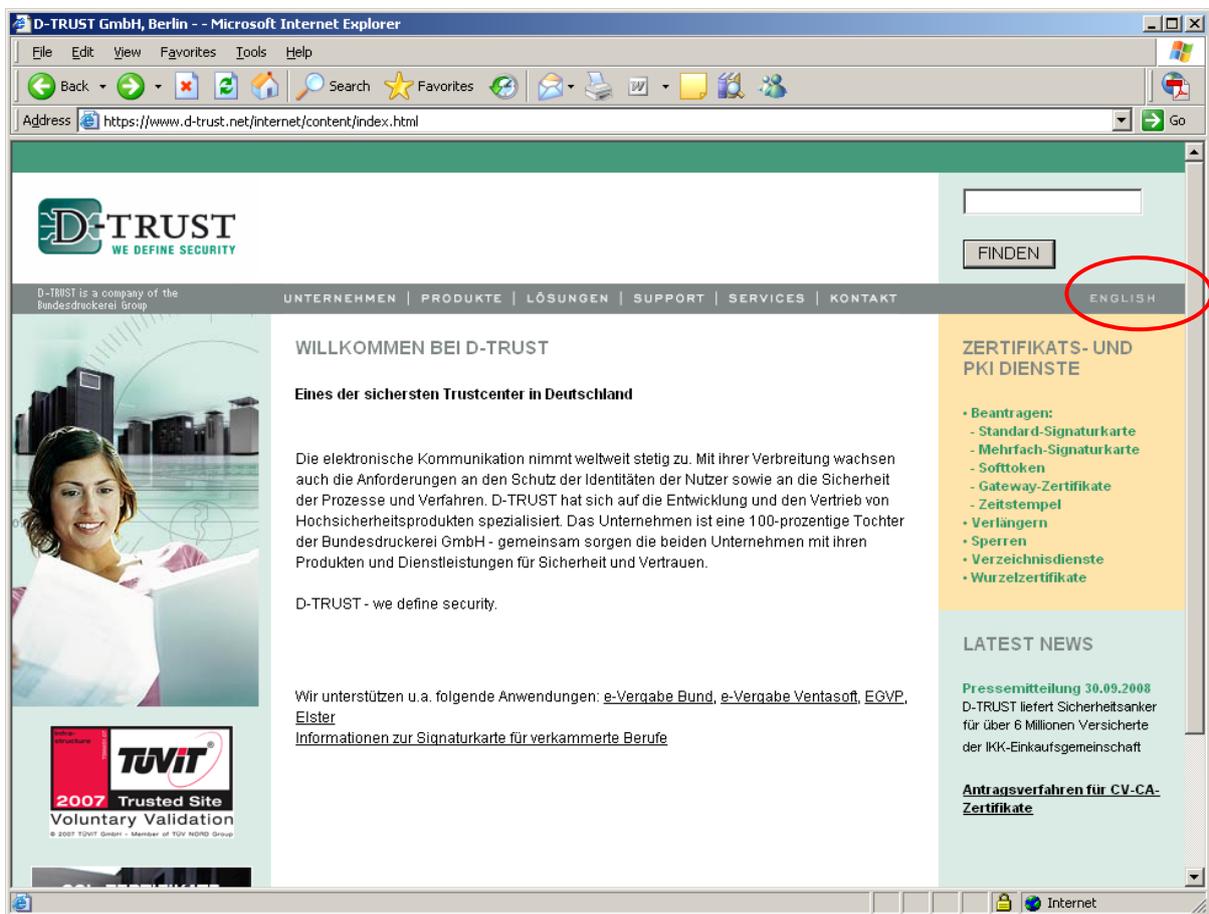
<p>I have done a search in AWB History does not display anything. Why?</p>	<p>There may be a number of reasons. Either the AWB: has not been billed; you are not entering the correct details – AWB serial Number, Airline or Agent code the AWB was not billed during the current “Storage Period” set by your 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.</p>
<p>How do I find out if a credit for an AWB has been processed by the Airline?</p>	<p>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.”</p>
<p>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?</p>	<p>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.</p>
<p>What do the 2-letter codes on the CASSLink Invoice/Adjustment report mean?</p>	<p>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</p>
<p>When a Correction is loaded or approved, when will it be processed?</p>	<p>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</p>
<p>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?</p>	<p>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.</p>
<p>Why do some CASS Invoices show Discount, while others say Incentive, Rebate or other term?</p>	<p>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.</p>

Appendix A – Trust Certificates

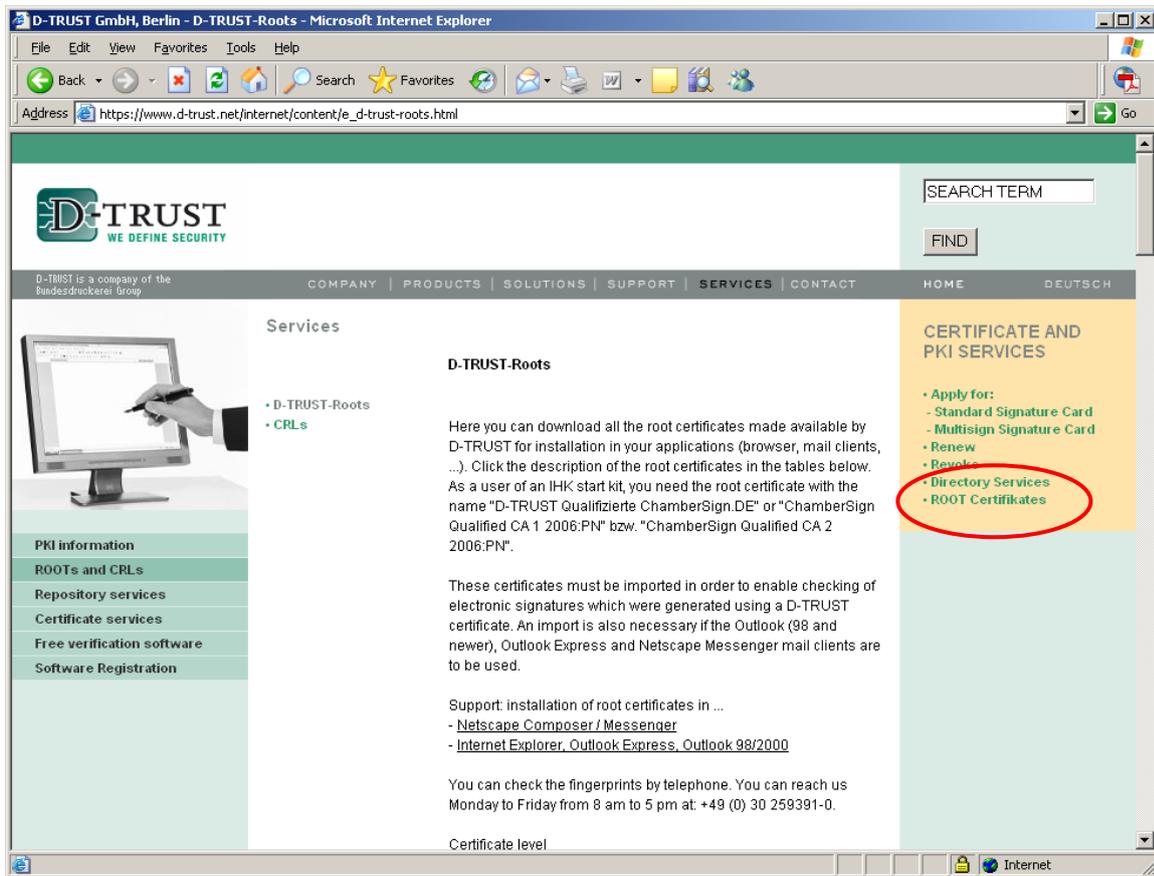
Loading Trust Certificates Into Your Adobe Viewer Application

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.

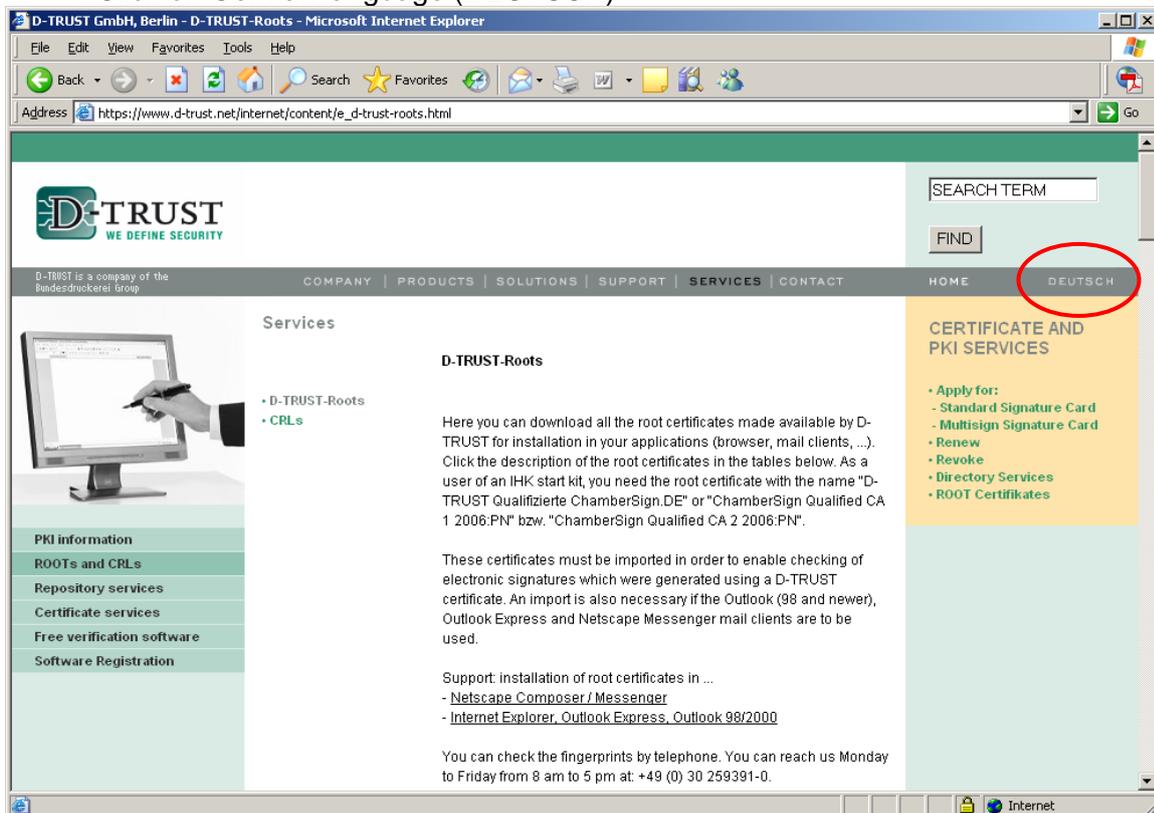
1. Download the certificates from the D-Trust website by going to the www.d-trust.net
2. Choose the English language (top right hand corner)



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

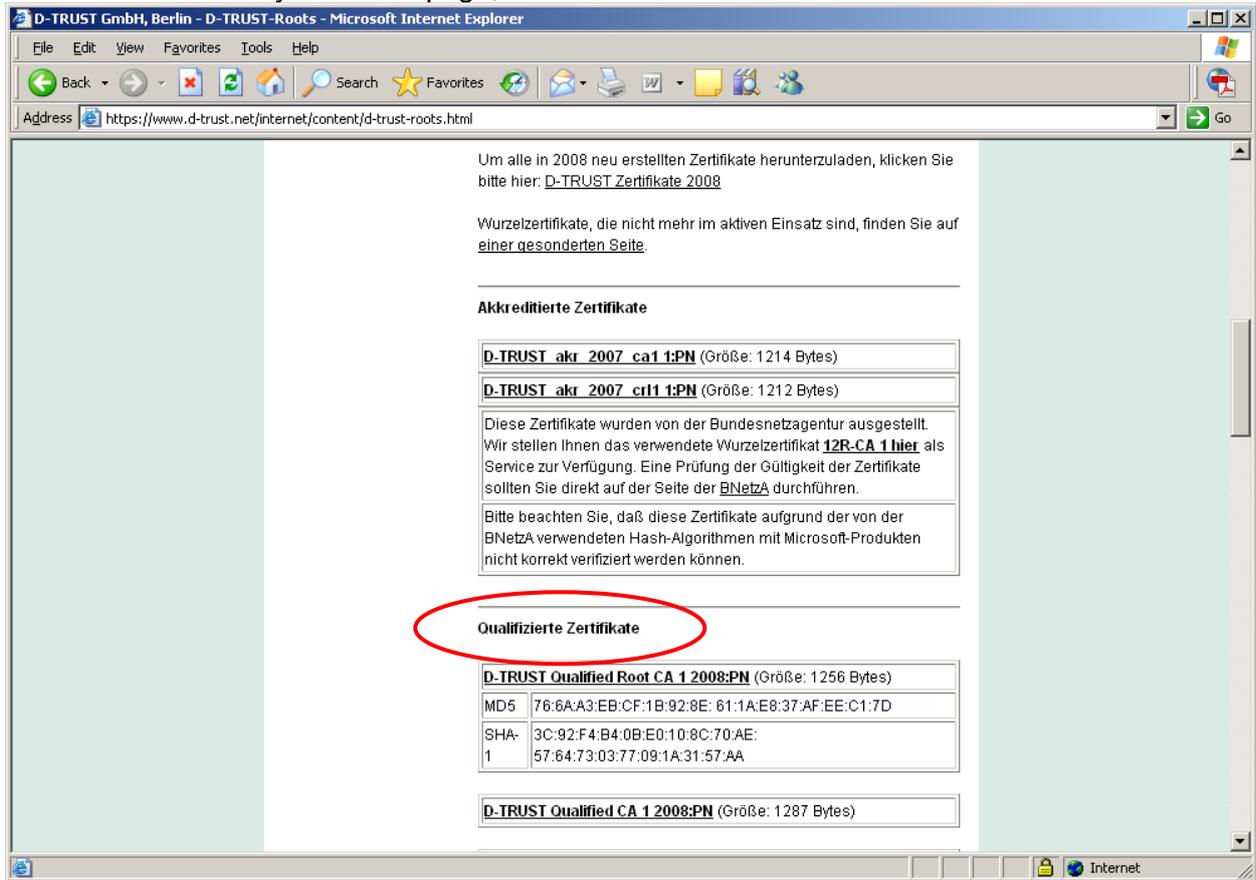


4. Click on German language (DEUTSCH)

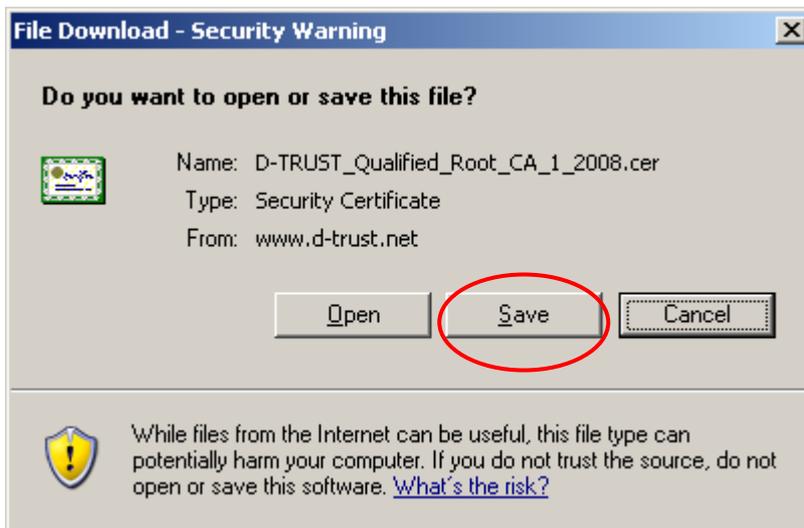
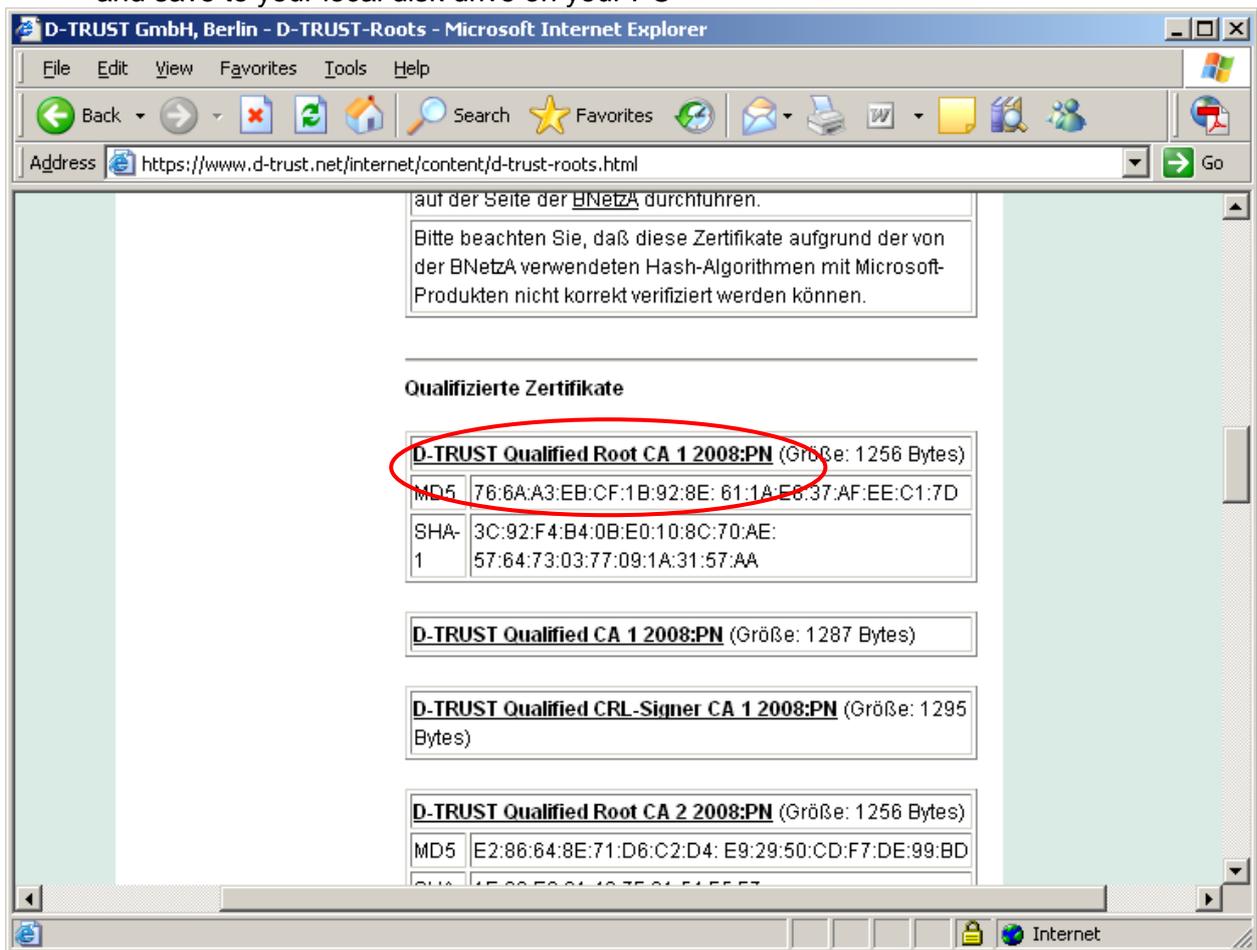


(You need to go back to Deutsch as the correct certificates are not visible in English)

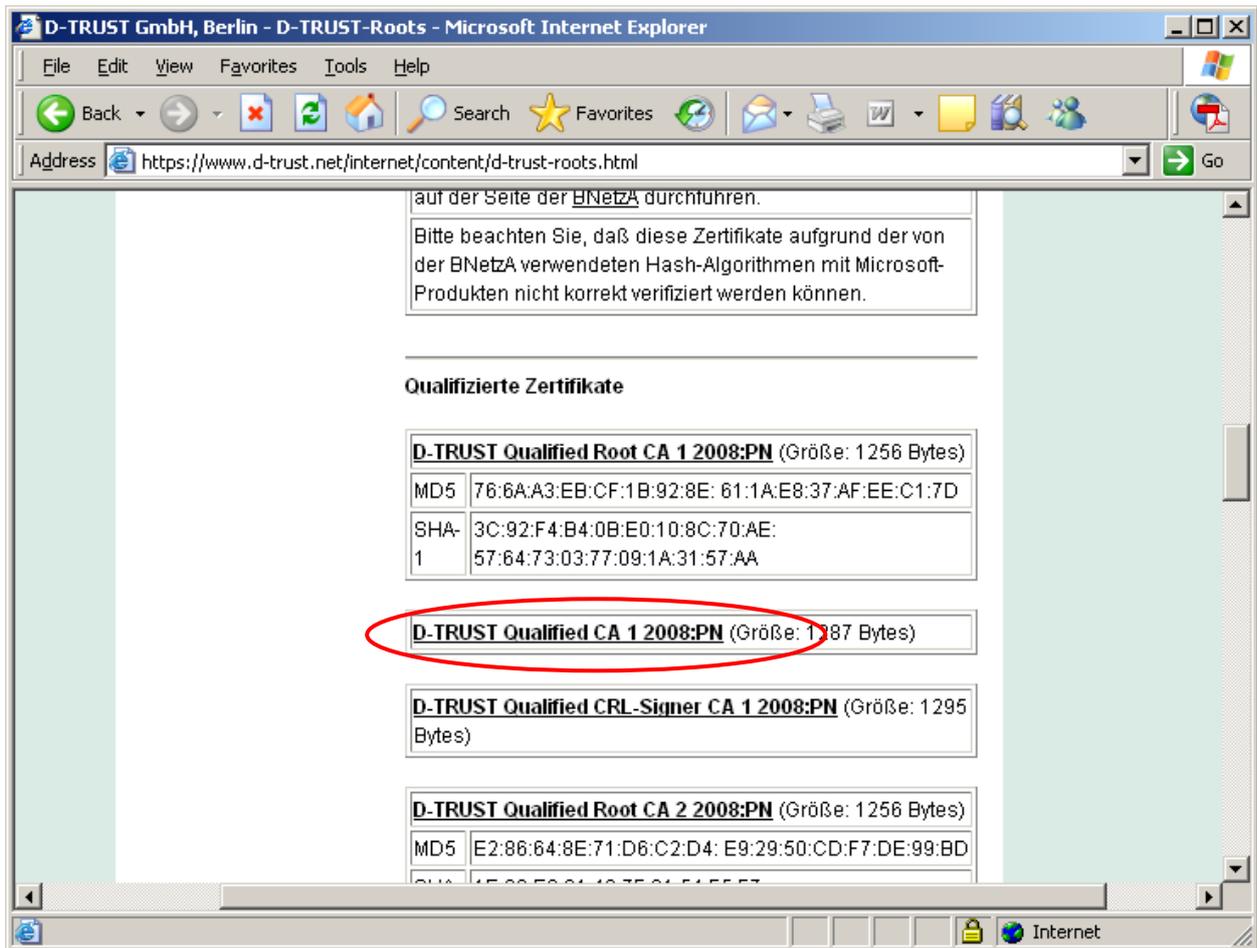
5. About half way down the page, click on the “Qualifizierte Zertifikate” link



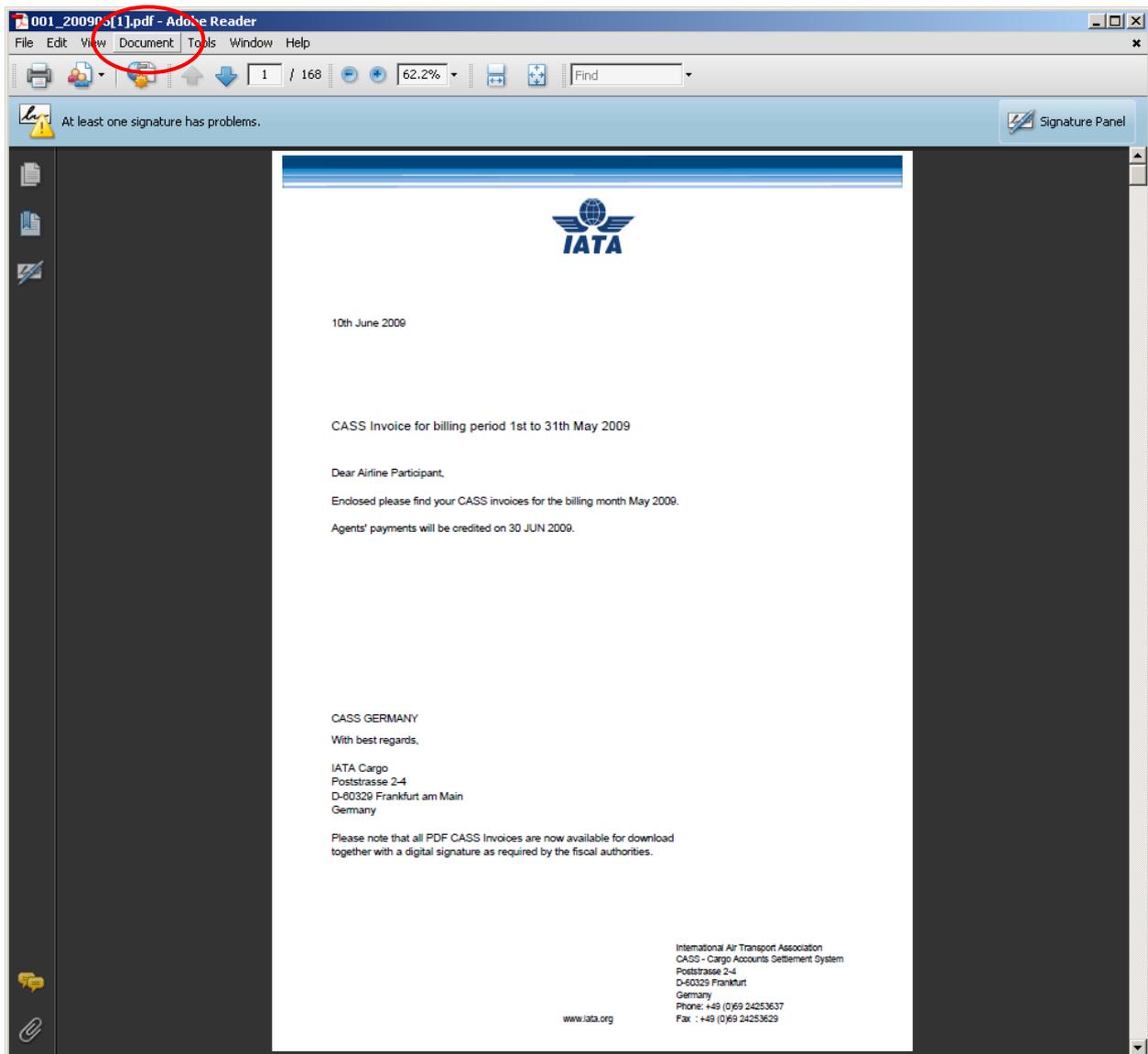
6. Click on the “**D-TRUST Qualified Root CA 1 2008:PN**” link to download the certificate and save to your local disk drive on your PC



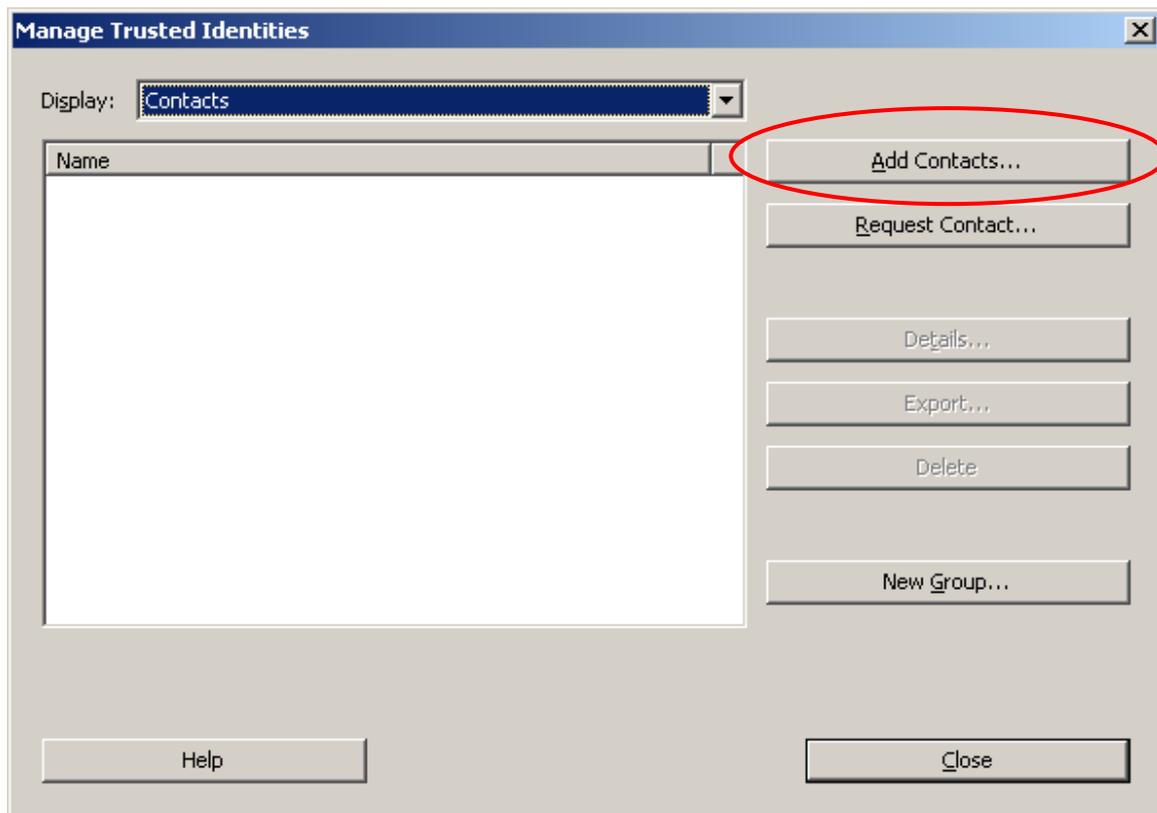
7. Click on the “**D-TRUST Qualified CA 1 2008:PN**” link to download the certificate and save to your local disk drive on your PC



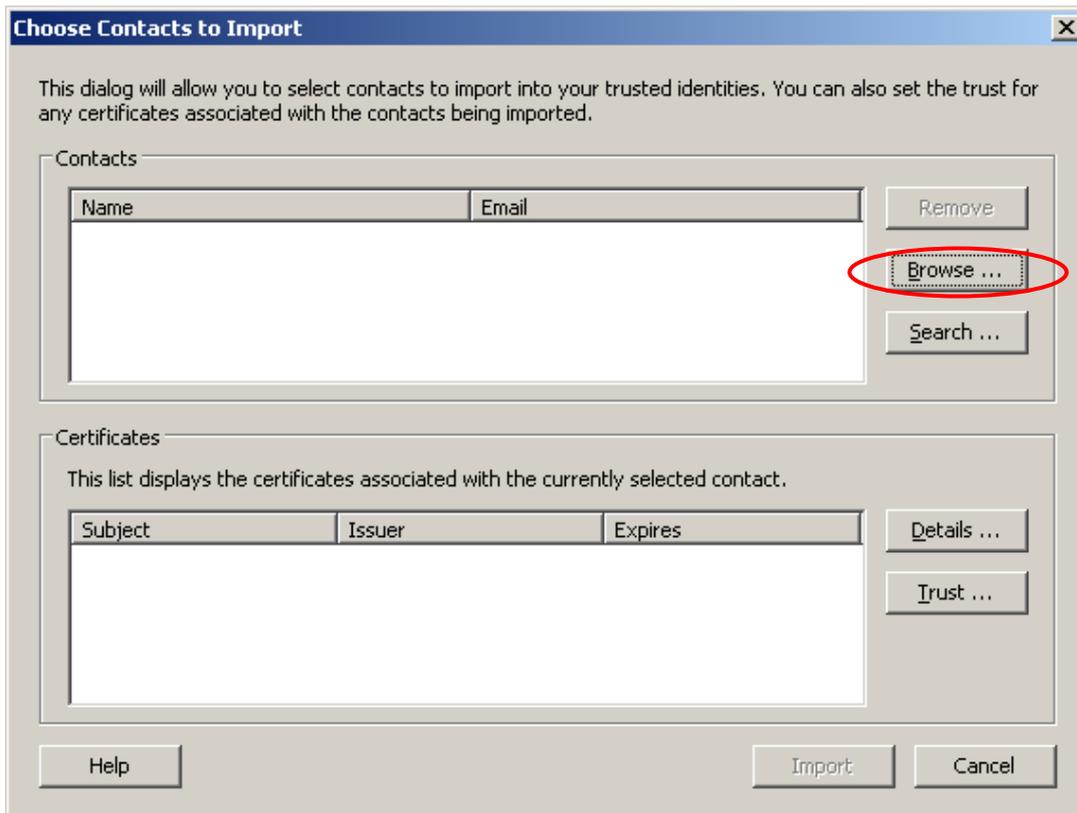
8. Within the Adobe Reader (open your signed PDF document), from the main menu along the top of the window, select “Document – Managed Trusted Identities...”



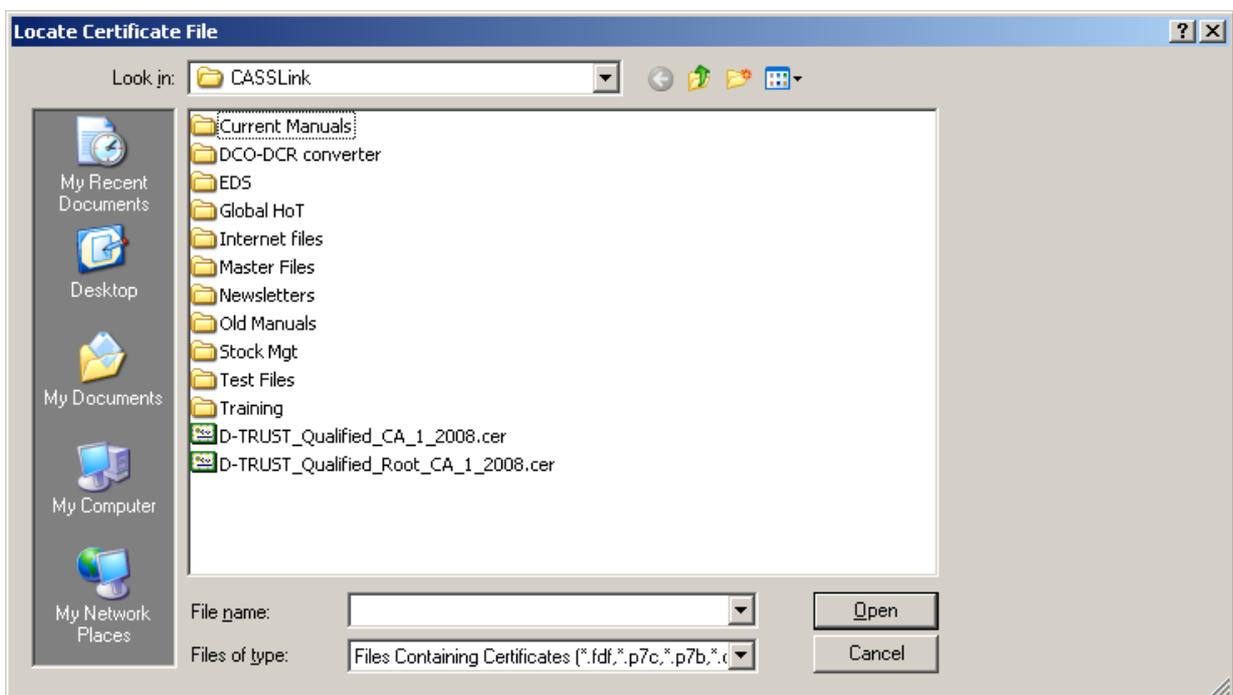
9. Click on the “Add Contacts...” button



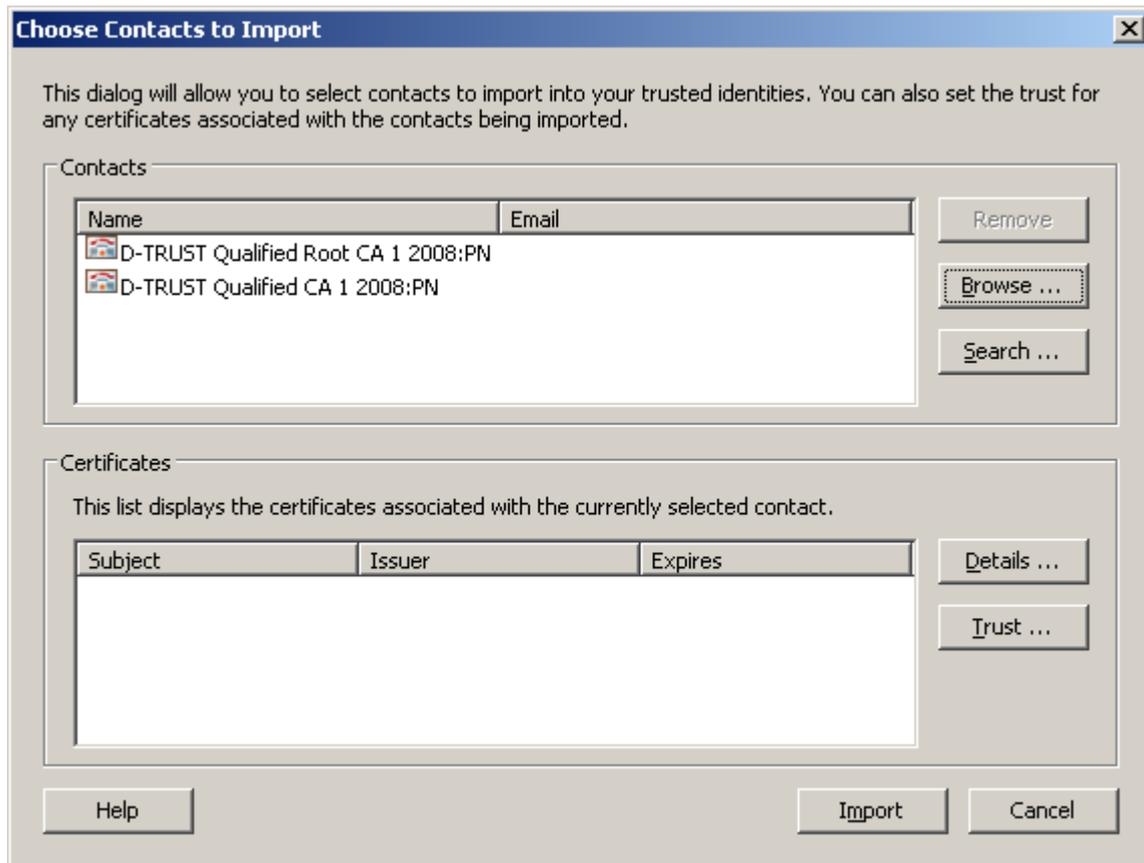
10. Click on the “Browse...” button



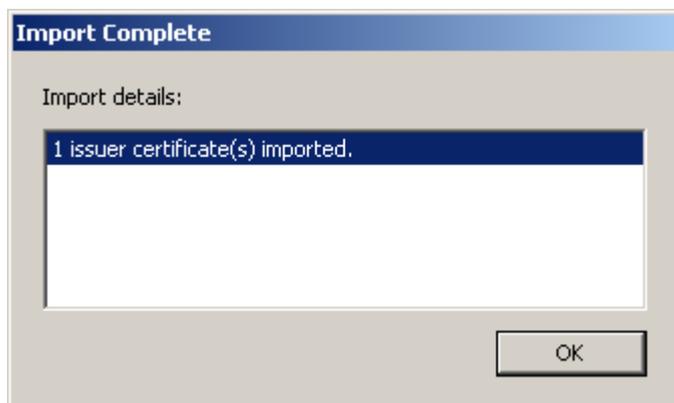
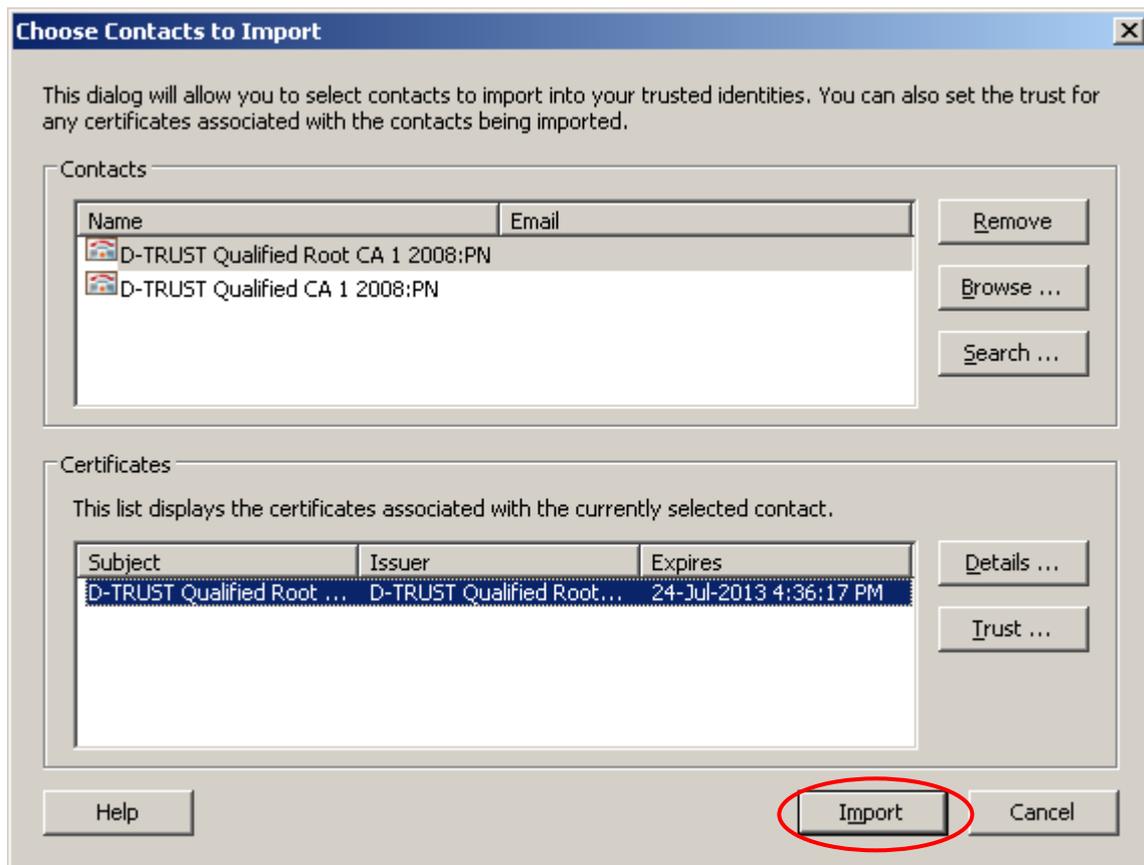
11. Browse to the location where the certificate files were saved to on your local disk drive



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.

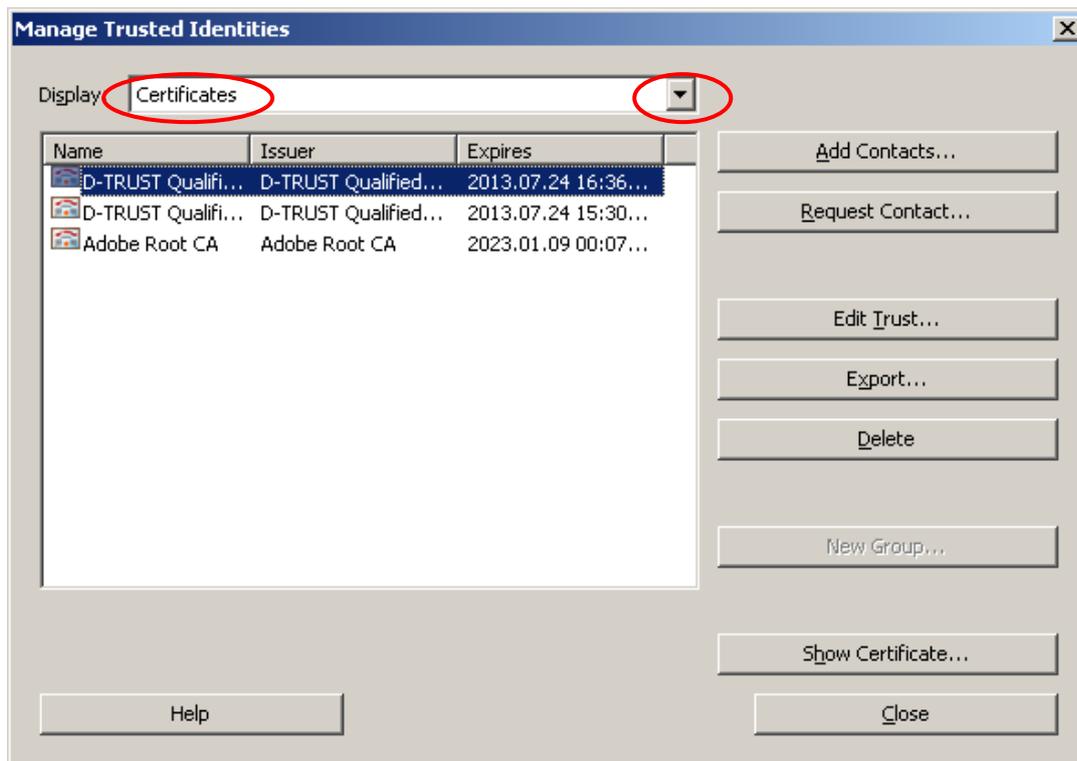


12. Select the entry in the Contacts pane and then click on the “Import” button

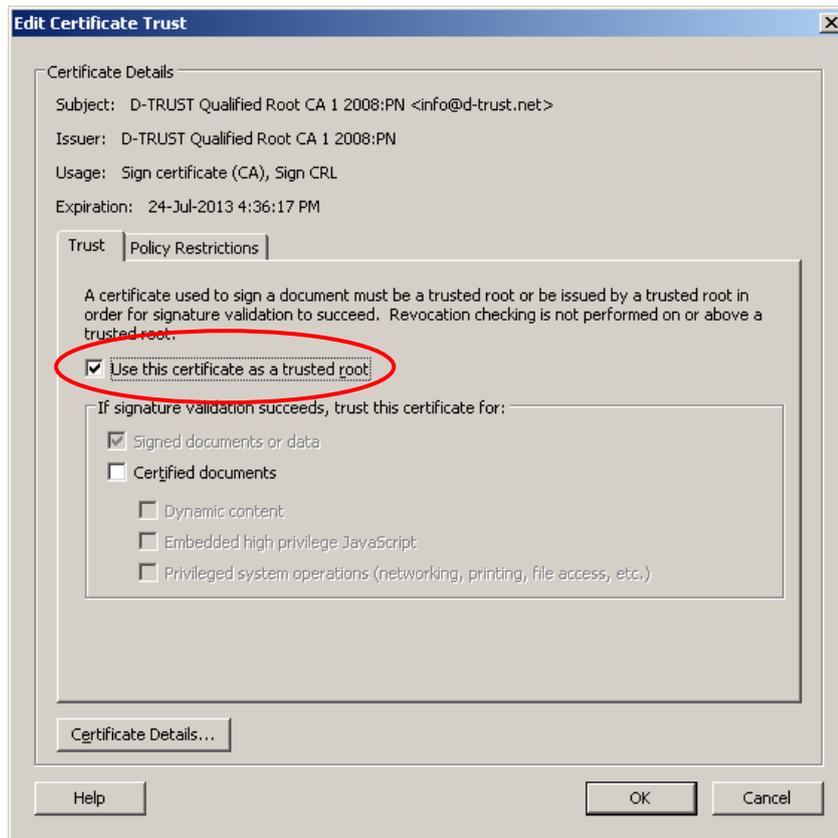


13. Repeat for the second of the certificate files saved to your local disk drive

- 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



16. 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



17. Once validated, a green tick should appear against the signature and the text “Signature is valid:” should appear below the signature

