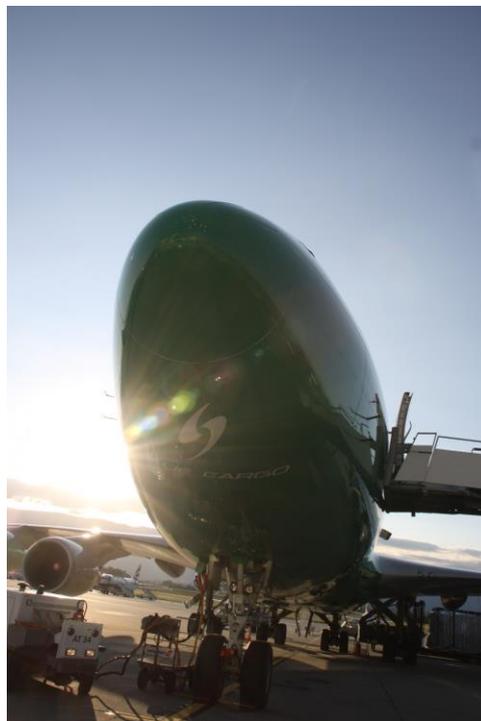




CASSLink User Manual

For

CASS Airlines



(for *CASSLink* V3.13)

Table of Contents

Version Changes in this CASSLink User Manual for Airlines	4
1. Getting Started	5
1.1 What is CASSLink?	5
1.2 Internet URL	5
1.3 Username and Password	5
1.4 User Profiles and creation	6
1.5 Login Page	7
1.5 CASSLink Home Page	8
1.6 CASSLink Services Menu.....	9
2. Input Services	10
2.1 Input File	10
2.1.1 Data File Header Record	11
2.1.2 Data File Name.....	12
2.2 Input	13
2.3 Input history	15
2.4 Loading Files	17
2.4.1 Steps for Loading Files	17
2.5 Load Status	18
2.6 Accepting or Rejecting Files	19
2.7 File Upload Errors.....	20
2.8 Sample Validation Error Report	21
2.8.1 Index of Sample Validation Error Report.....	22
2.9 File Load Validation Errors	22
3. Output Services	23
3.1 Output Airlines.....	24
3.1.1 Digital Signatures.....	26
3.2 Output Reports	26
3.2.1 PDF Report.....	26
3.2.1.1 Additional Text on Airline Invoice	30
3.2.2 HOT File	30
3.2.3 XLS File.....	32
3.3 AWB History	33
3.4 Dashboard.....	34
4. Correction Services	35
4.1 Add Correction	35
4.1.1 Reason Code.....	38
4.2 Add Supporting Document.....	42
4.3 View Corrections	44
4.3.1 Acceptance.....	45
4.3.2 Rejection	45
4.3.3 Amend.....	46
4.4 Auto-Approval of Corrections.....	46
4.5 Correction Periods.....	47
4.5.1 Correction Period Processing	47
4.5.2 Correction Period Reports	47
4.6 Correction Report	48
4.6.1 Reporting of Reason Code	49
4.7 Correction Statistics.....	49
4.8 Correction Statistics.....	50
5. Airline Commission Payment Options	51
5.1 CASS Standard Commission rate.....	51

5.2	Airline Commission Rate	51
5.3	Agent / Airline Agreement.....	51
5.4	No Commission	51
5.5	Airline Defined rate or amount per AWB	51
6.	User Maintenance	53
6.1	Single Sign-on portal	53
6.2	Change Password	53
6.3	Multi-Country/Operation Access	56
6.4	Forgot Password	57
7.	Airline Toolbox	59
7.1	Agent List	60
7.2	Settlement Analysis Reports.....	61
7.3	ROE (Rate of Exchange) Report	62
8.	Stock Management.....	63
8.1	Stock Management Fact Sheet.....	64
	Glossary of Terms	66
	Appendix A – AWB Data Capture Software.....	67
	Appendix B – Frequently Asked Questions	68
	Appendix C – Trust Certificates	70

Version Changes in this *CASSLink* User Manual for Airlines

3.4 Dashboard

1. Getting Started

1.1 What is CASSLink?

CASSLink is IATA's global processing system for processing of Airline documents - Air Waybills and correction documents (CCA's & DCM's) for billing to IATA Accredited Agents and CASS Associates. It uses global standards in accepting electronic documents for processing and standard output reporting. The report received by your office in London or Singapore is the same as those in Sydney or Auckland.

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

1.2 Internet URL

The CASSLink website address (URL) is:

<https://casslink.iata.org>

1.3 Username and Password

The Customer Service Center will allocate a Username and Password to all IATA Airlines. For security purposes, the Username and Password are unique, with the initial Password being computer generated.

Your Username is usually based on your 2-letter country code eg. AU, JP etc., followed by your Airline three-digit numeric and two-alpha codes eg. JP_131JL, SQ_081QF or BA_125Jeff.

The initial computer generated Password, usually contains UPPER and lower case alpha and numeric characters.

Remember that both the Username and Password are **Case Sensitive**.

At initial login, all Users will be requested to change their password. (See Section 5 of this document for more details.)

If you have not received a Username or Password, contact your Customer Service Centre and ask for these to be allocated to you. Similarly, contact your Customer Service Centre if you have been locked-out of CASSLink because the Username or Password has been entered incorrectly five (5) times.

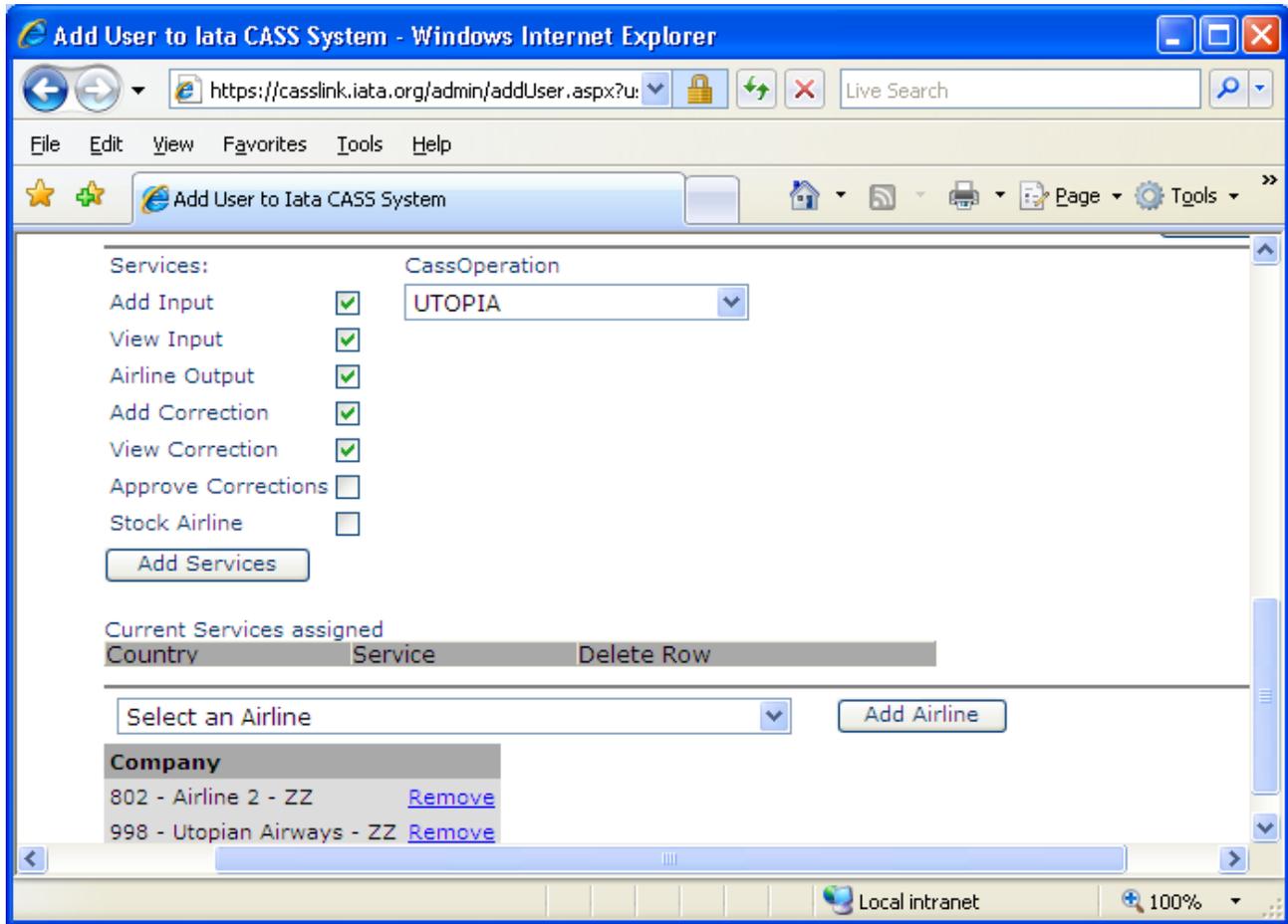
The Username allows the Airlines to:

- *Link* to other CASSLink "Countries" eg. Singapore, Japan, France etc.
- Access available Menu Options (see 1.4 below)

Your Customer Service Centre can also create additional Usernames for Airline users where necessary.

1.4 User Profiles and creation

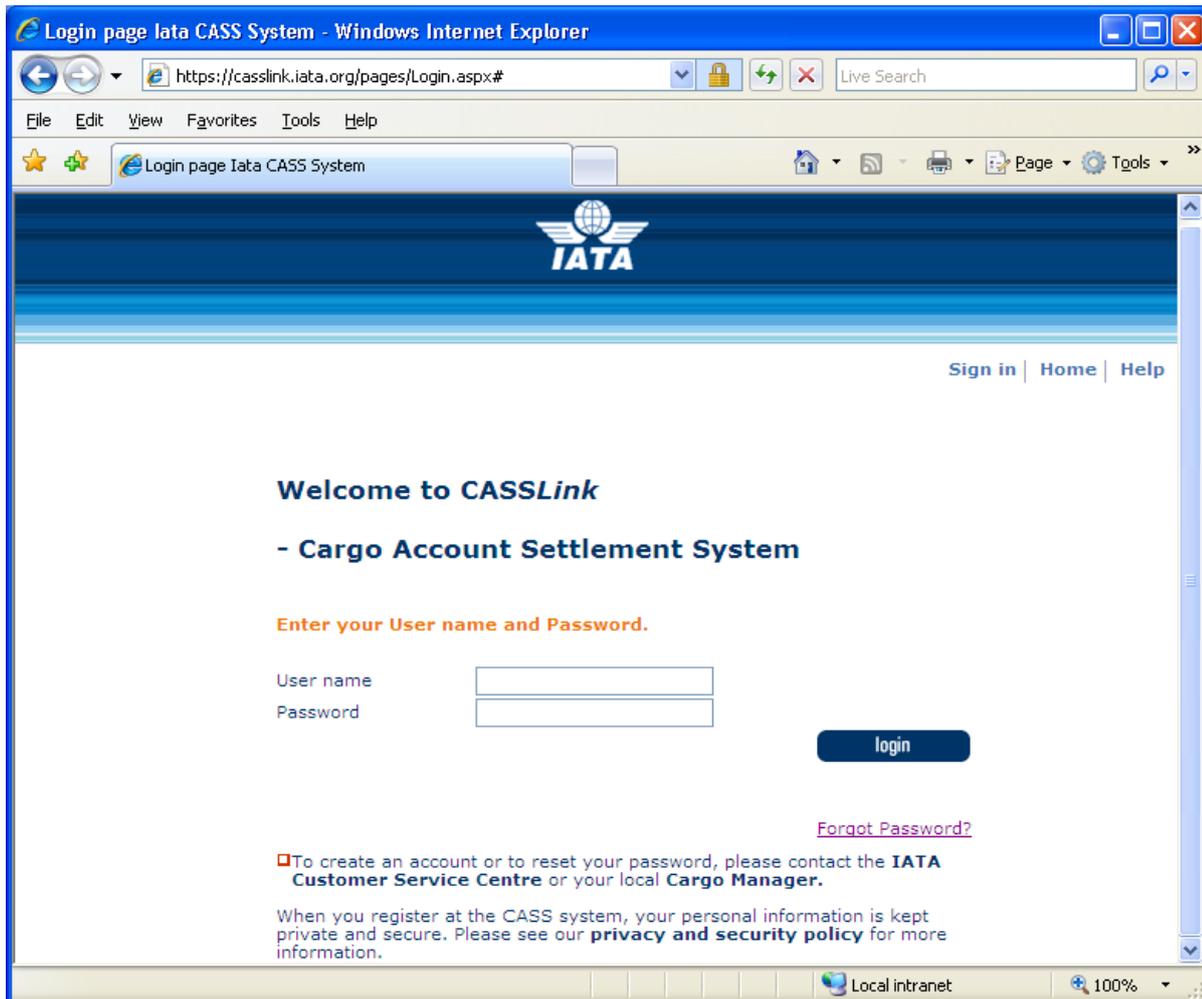
User Profiles are created in accordance with Airline wishes and requirements.



User Services are:

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

1.5 Login Page



For access to CASSLink, enter Username and password, remembering that both are Case Sensitive.

1.5 CASSLink Home Page

The screenshot shows the CASSLink Home Page in Internet Explorer. The browser title is "Main page Iata CASS System - Windows Internet Explorer" and the address bar shows "https://casslink.iata.org/pages/index.aspx". The page header includes "User: ZZ_1", "CASS operation: UTOPIA", and "Sign out | Home | Help".

The main content area is divided into three columns:

- Operation messages:** Contains a release notice for CASSLink 3.1.0.1 (dated 2011-09-21), a "IATA FRAUD WARNING NOTICE" with a link to a PDF, a "BEWARE OF FRAUD" warning with a link, and a "NEW FRAUD WARNING" about fraudulent emails. It also includes a note about the fake address used (http://cass-iata.org) and a warning not to respond to emails requesting details unless from an "iata.org" address.
- Information:** Displays a red message: "You have unapproved corrections."
- News:** Features a "SUPPLY CHAIN BUSINESS DIRECTORY" advertisement and a link to find the latest industry news in Airlines International.

Annotations on the page include:

- A left-hand menu with items: "Input Services", "Output Services", "Correction Services", "Stock Management", "User Maintenance", and "Airline Toolbox".
- A "User Services" box pointing to the left-hand menu.
- A "User identification" box pointing to the "User: ZZ_1" text.
- An "Operations & Warning Messages" box pointing to the "IATA FRAUD WARNING NOTICE" and "NEW FRAUD WARNING" sections.
- An "Other User information" box pointing to the "You have unapproved corrections" message.
- A "CASSLink Country" box pointing to the "CASS operation: UTOPIA" dropdown menu.

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

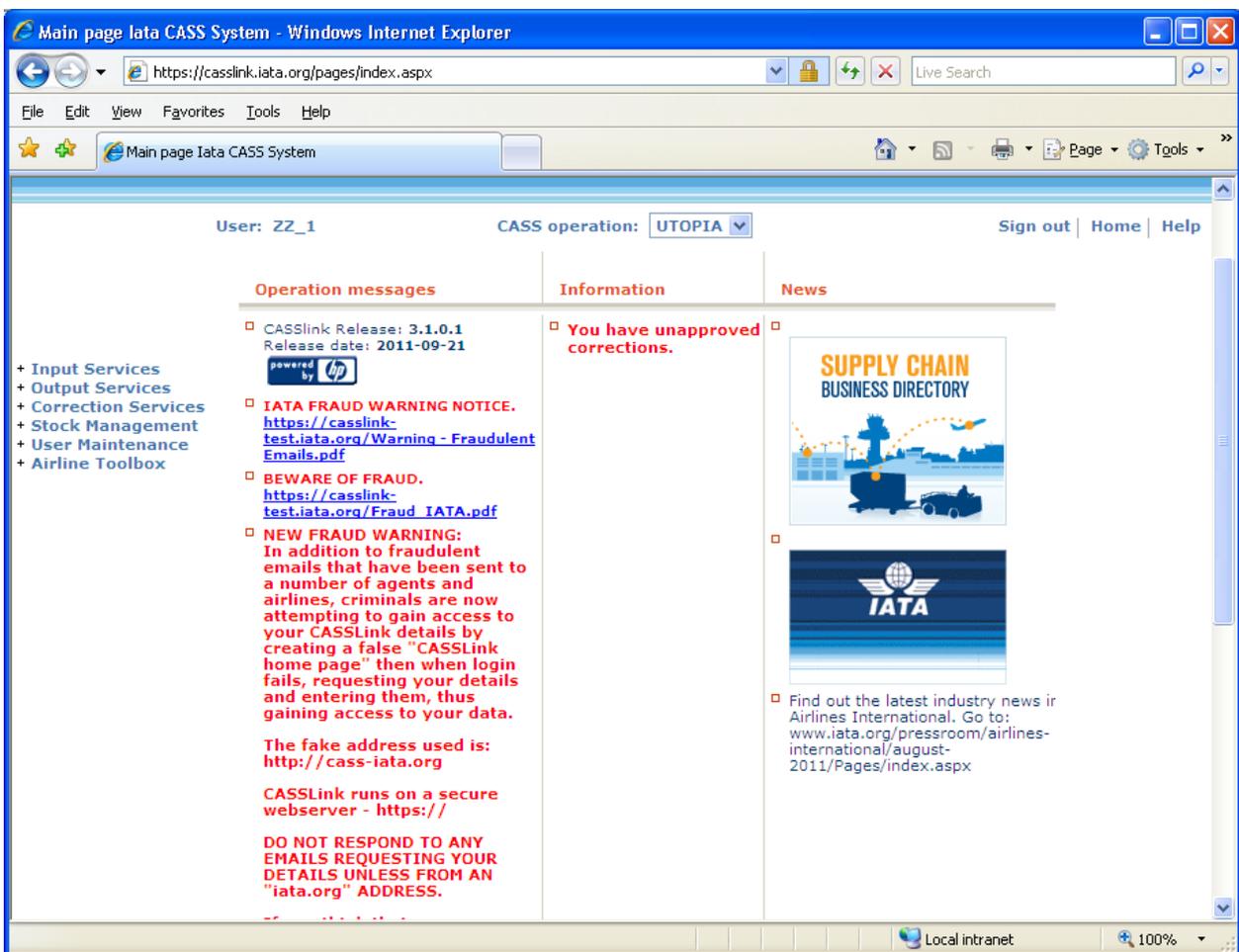
- Which User is logged in
- The CASSLink Country being accessed
- Any Operational Messages, such as scheduled maintenance and system downtime
- User Information, possibly more relevant to Airlines and the Customer Service Center.
- Menu options associated with the User profile.

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

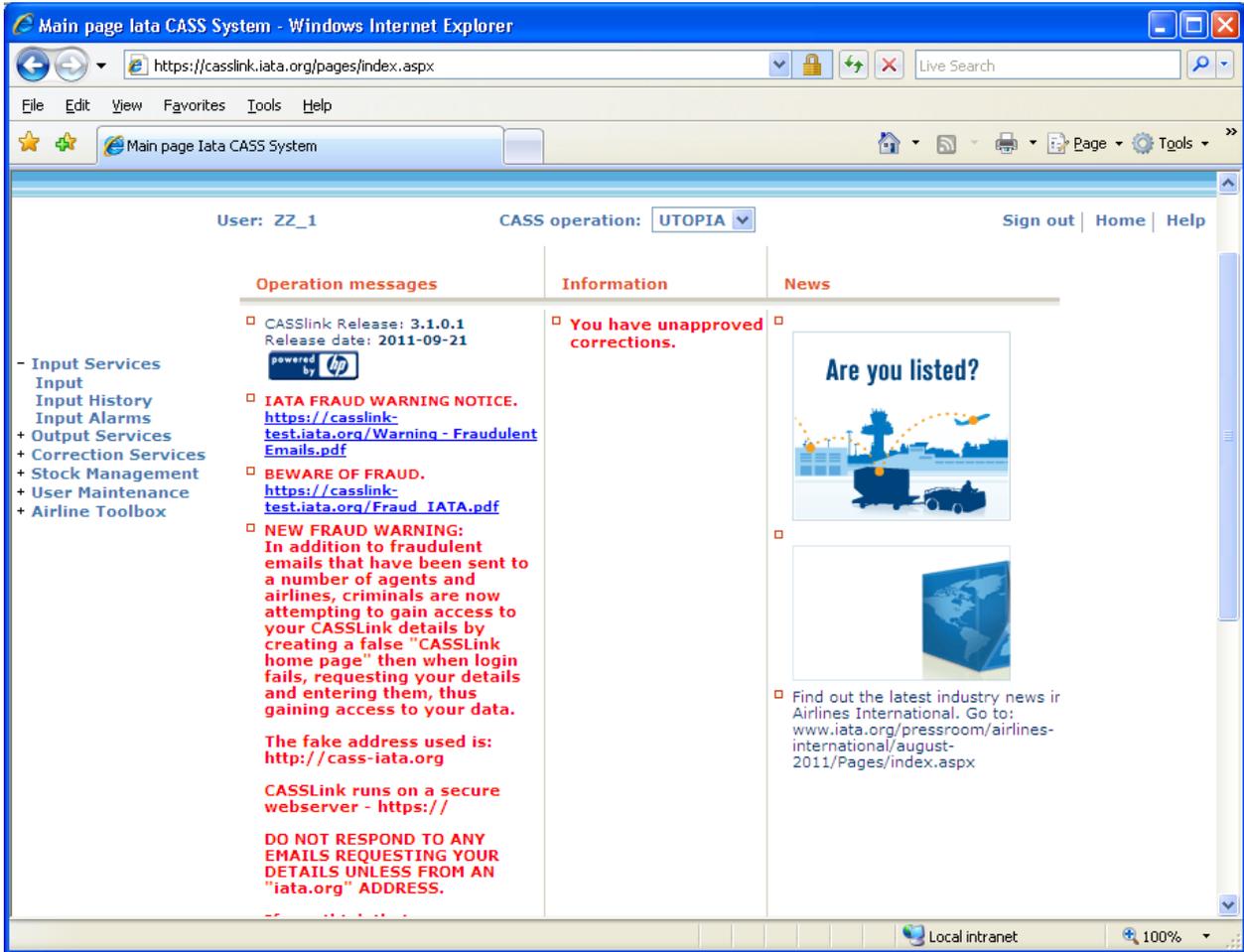
1.6 CASSLink Services Menu

Once you have successfully entered the CASSLink website using your Username and Password, there are six (6) menu options for the CASSLink User to choose. These can be found on the left-hand side of the CASSLink screen. These Menu options are:

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



2. Input Services



2.1 Input File

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

The billing file is a .txt file containing:

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

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

See example of Airline billing file below.

2.1.2 Data File Name

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

EYYCCAIR.PPNN

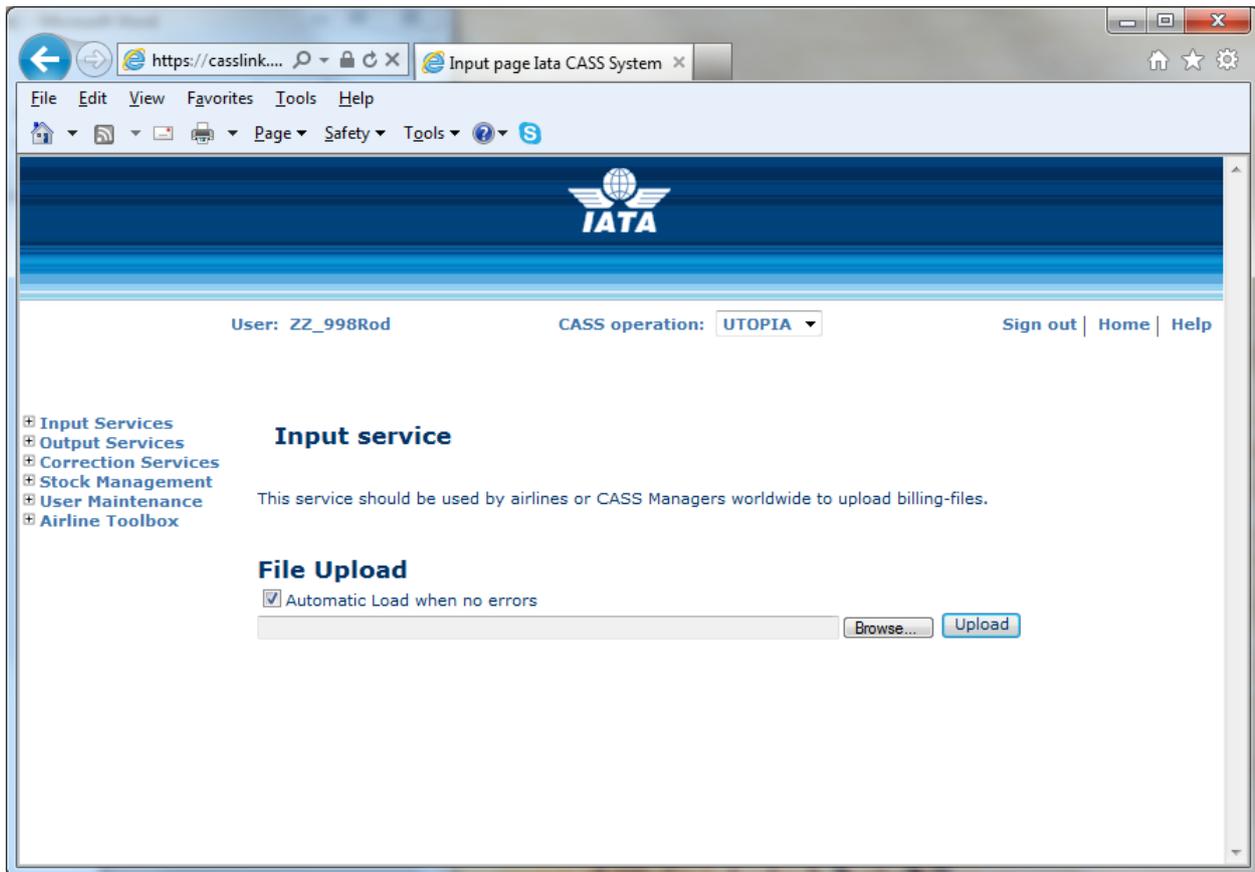
Eg. E12AU998.021

Where:

E	=	Export
YY	=	year (12)
CC	=	Country code (AU, NZ, FJ, SQ, JP etc)
AIR	=	Airline numeric code
PP	=	Billing Period number (01, 02,...,24)
NN	=	number of file, usually corresponding to the "File number" in the Header Record (above)

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

2.2 Input



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

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

Options:

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

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

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

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

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

The Validation Report can be viewed in the Input History page or by viewing a copy of the Report, sent by email to the user’s email address. (If you do not receive the Validation Report email,

contact your Customer Service Center and verify that *CASSLink* contains the correct email address in the User profile.)

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

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

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

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

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

2.3 Input history

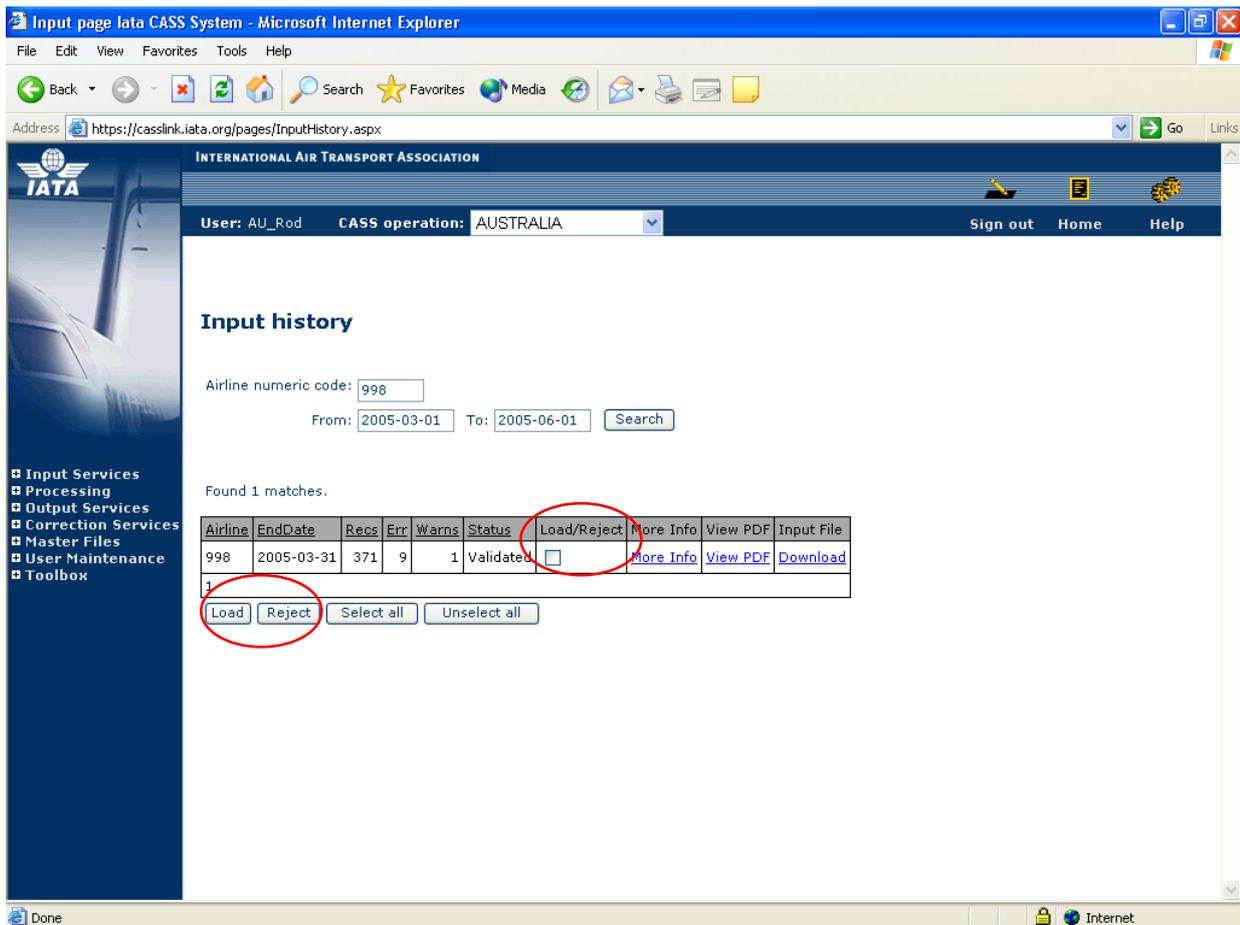
The listing in Input History identifies:

- the Billing period (by Period end-date)
- the number of Records
- number of Errors
- number of records with Warning
- status of the file upload
- More Info (File details)
- Validation Report (ViewPDF)
- Download (copy of file loaded into CASSLink)

The search features on the Input History page allow for Users to:

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

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



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

2.4 Loading Files

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

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

2.4.1 Steps for Loading Files

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

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

2.5 Load Status

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

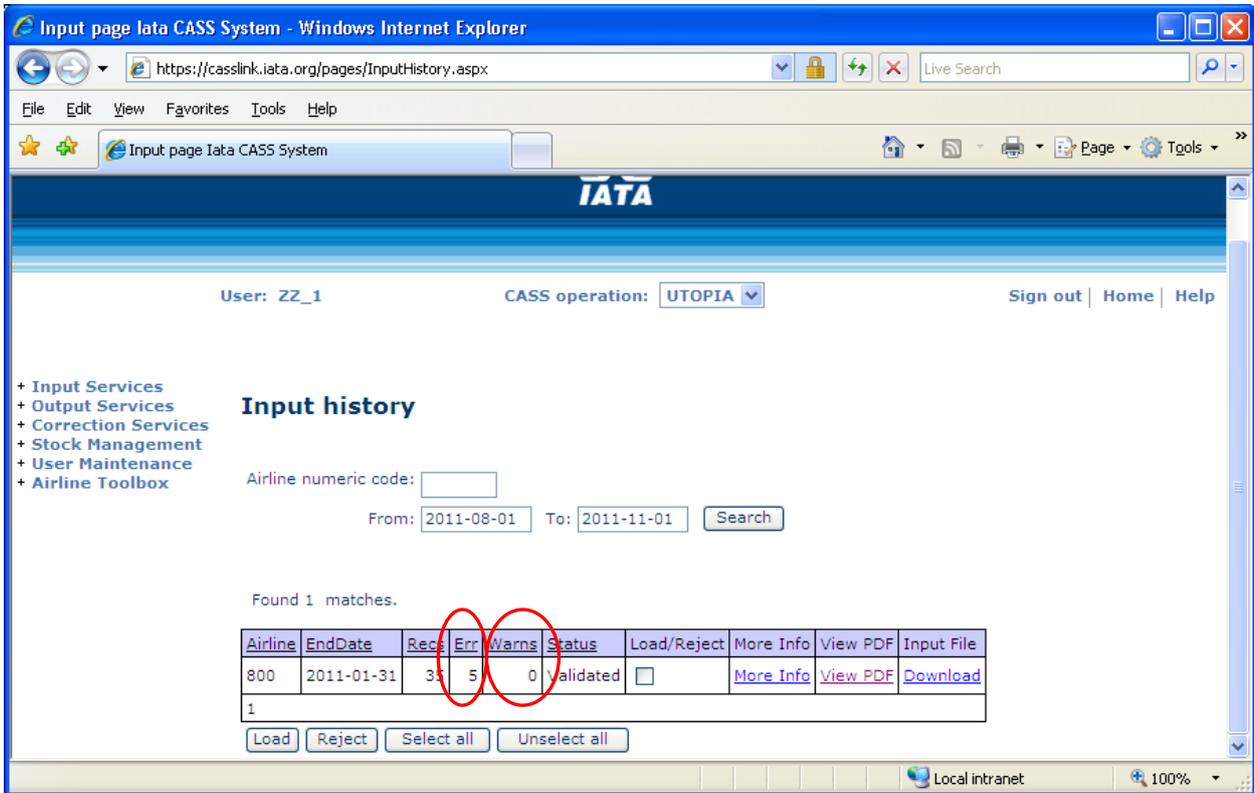
- Receiving - Received
- Validating - Validated
- Loading - Loaded
- Rejected

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

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

2.6 Accepting or Rejecting Files

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



Errors – Records that have errors and have been rejected

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

The **Input History** screen displays:

- Airline code
- Period end-date
- Records
- Errors
- Warnings
- Status
- Load/Reject “tick” box
- More Info
- View PDF (Validation pdf report)
- Input File (download)

2.7 File Upload Errors

Errors may occur when loading files. These include:

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

2.8 Sample Validation Error Report

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

HEADER RECORD:

```

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

DETAIL RECORDS:

```

=====
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02371652124 12345631  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AGENT-CODE          02371652124 330 AGENT-CODE NOT FOUND                ** REJECTED **
4
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345620  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
GROSS WEIGHT        0000000 227 GROSS-WEIGHT MAY NOT BE ZERO        ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345653  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
CURRENCY-CODE      AYD          325 CURRENCY NOT FOUND                    ** REJECTED **
EXCHANGE DATE      AYD          811 NO CURRENCY EXCHANGE FOUND          ** REJECTED **
5
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345664  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
PREP/COL-WEIGHT-CHG,PREP: 0000000000000000 235 WEIGHT CHARGE MUST BE FILLED      ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345675  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AGENT-CODE          02399999991 204 MODULUS 7 CHECK FAILED ON AGENT CODE  ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345620  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AIRPORT OF ORIGIN  AKL          360 AIRPORT IN ADJACENT COUNTRY IS NOT CODED FOR AGENT  ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345686  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
DOM-AIRPORTS      SYD -MEL     947 AIRPORTS MAY NOT BE BOTH DOMESTIC      ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345690  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AWB-EXECUTION-DATE 20050417    361 *** WARNING AWB ISSUED FOR FUTURE PERIOD  ** WARNING **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02399999991 12345702  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AWB-NR             12345702    219 MODULUS 7 CHECK FAILED ON AWB NR      ** REJECTED **
DOC.TYPE  AIRL.CODE  AGENT-CODE-  AWB-NR--  CCA/DCM/OPT
AWM       998      02355202124 12345712  00
-----FIELD-NAME-----FIELD-CONTENTS-  CODE -----MESSAGE-----
AGENT-CODE          02355202124 362 AGENT OFFICE DOES NOT PARTICIPATE IN CASS ANYMORE  ** REJECTED **
  
```

DOCUMENTS TOTALS AND HASH CONTROL:

```

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

7

2.8.1 Index of Sample Validation Error Report

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

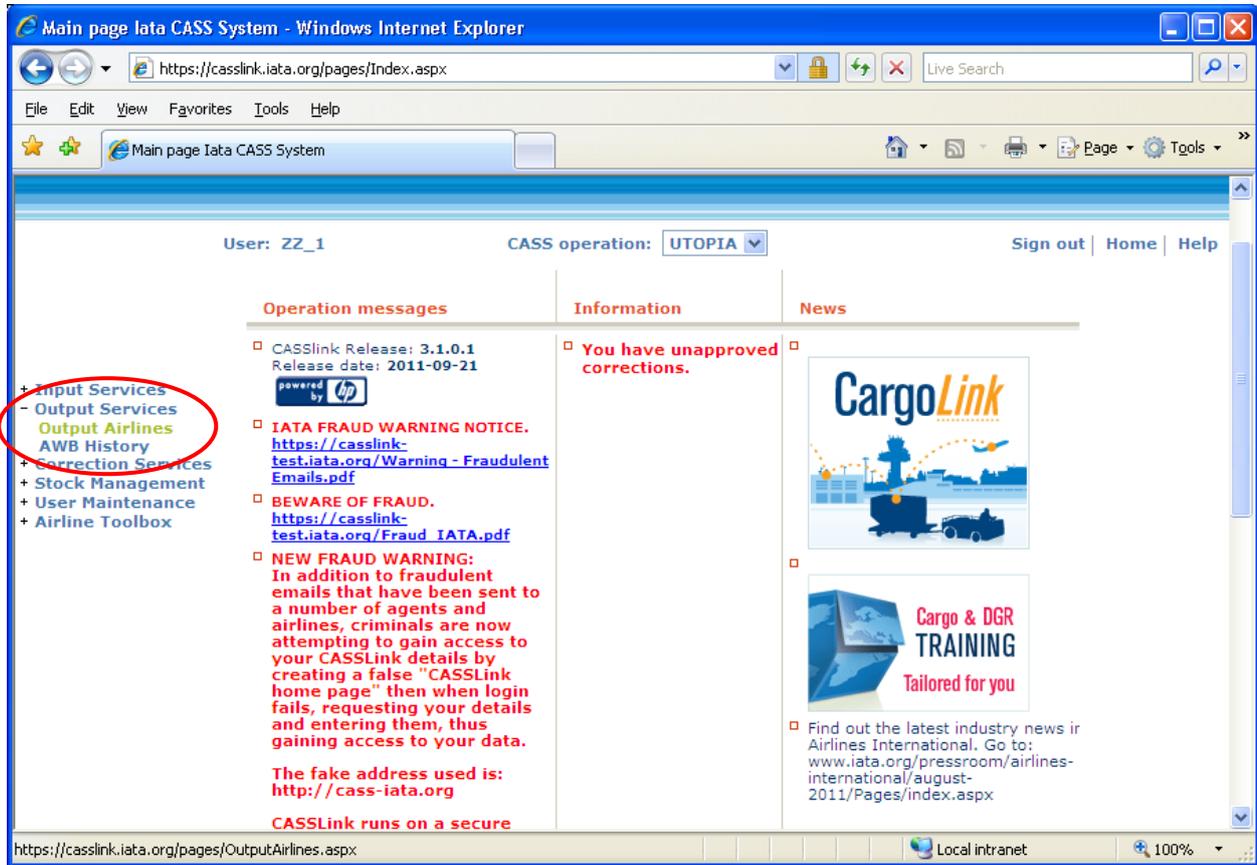
2.9 File Load Validation Errors

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

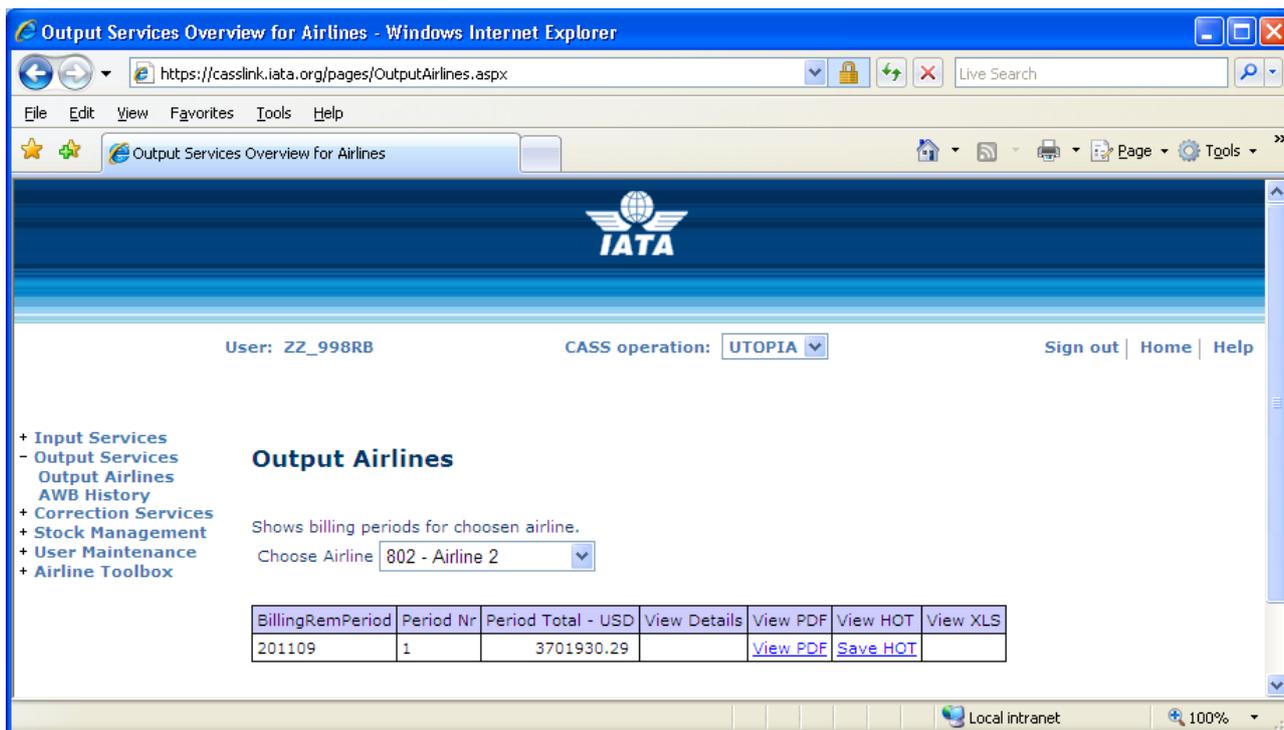
Warning	Reason
“Warning high amount found”	AWB value appears too high to system and should be investigated
“Warning AWB record issued for future period”	AWB has been accepted but will be billed in the future billing period that relates to the Execution Date on the AWB

3. Output Services

Output Services contains two (2) sub-menu's for Airlines – Output Airlines and AWB History.



3.1 Output Airlines



The Output Airlines screen contains the following information:

- CASS Operation –** Select the country required. Only used where the Airline is linked to operations in other CASS/CASSLink countries.
- Choose Airline –** Will list your Airline name. Where the Airline handled by a GSA and is linked to more than one Airline, use the drop-down arrow to view another Airline.
- Billing RemPeriod –** The Billing Period represented as YYYYPP. Each CASS operation has twenty-four Billing/Remittance Periods each calendar year. Check your CASS Reporting Timetable to see the corresponding dates for the Period.
- Period Nr –** The number of the Period processed. Check your CASS Reporting Timetable to see the corresponding dates for the Period.
- Period Total – Currency –** The total amount billed for the Period in the local billing currency. This amount will be reflected in the output reports (below).
- View Details –** Preliminary billing data loaded by Airlines for the next Billing Period to be processed (see below for more details).

The screenshot displays the 'Output Airlines' page in a Windows Internet Explorer browser. The page title is 'Output Services Overview for Airlines'. The URL is 'https://casslink.iata.org/pages/OutputAirlines.aspx'. The user is logged in as 'User: ZZ_1' and the CASS operation is set to 'UTOPIA'. The page features a navigation menu on the left with options like 'Input Services', 'Output Services', 'Correction Services', 'Stock Management', 'User Maintenance', and 'Airline Toolbox'. The main content area is titled 'Output Airlines' and includes a dropdown menu for 'Choose Airline' set to '800 - Airline 1'. Below this is a table with the following data:

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

- **View PDF** = Cargo Sales Invoice/Adjustment & Export Billing Statement reports produced in PDF format. Airlines will need Adobe Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: <http://www.adobe.com>
- **View HOT** = Airline HOT (Hand-off-Tape) in a text format. Winzip is required to open these reports.
- **View XLS** = Airline Spreadsheet Report (Microsoft Excel format).

All Airline output reports produced are available in Output Airlines.

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

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

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

These “Pre-billing” details may be used to request a “Correction” (see Section 4 – Correction Services) from the Airline/s should a billing error be found. This could ensure that any billing errors could be found and corrected **before** report production is completed.

3.1.1 Digital Signatures

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

Output is not available after Processing until the Invoices are signed.

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

3.2 Output Reports

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

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

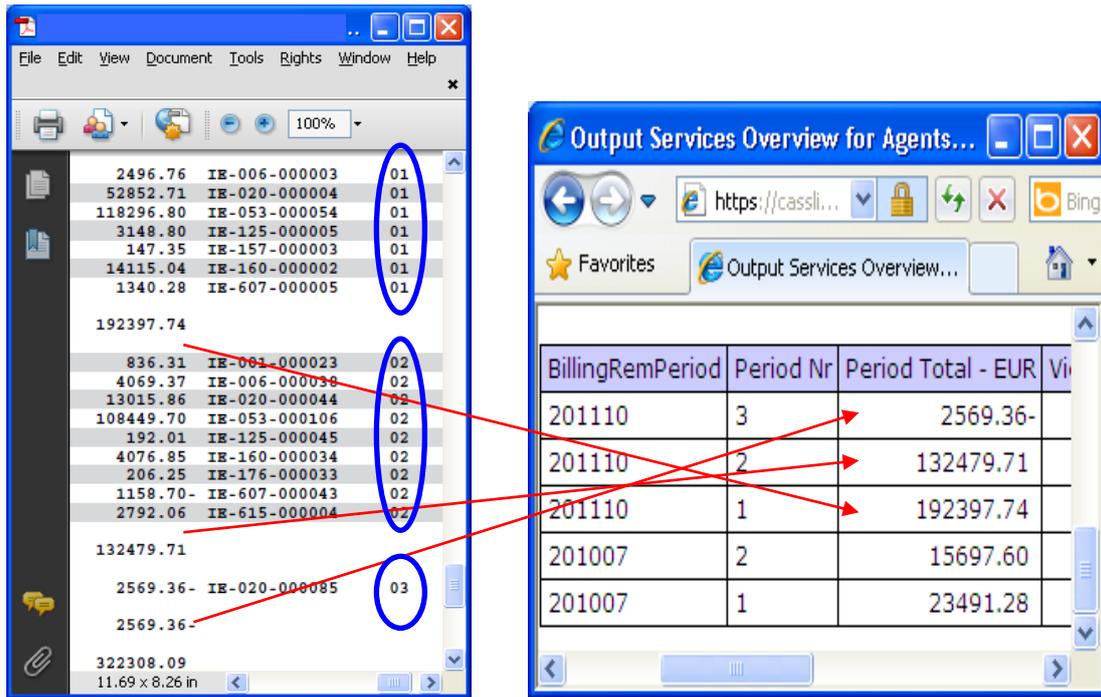
3.2.1 PDF Report

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

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

The PDF document contains three (3) reports.

- The **Cargo Sales Invoice/Adjustment** report shows all Air Waybills and correction documents (CCA or DCM) billed to each Agent location. Each Agent location is reported separately and in numeric order.
- The **Export Billing Statement** provides a summary of amounts owed to or from all Agents for the Billing Period. The total amount due to or from Airlines for the Billing Period is shown as "Net Due Airlines" or "Net Due Agent" at the bottom of the report.



The Billing Statement is grouped in processing period order and will match the Output Services screen

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

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

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - UTOPIA		CARGO SALES INVOICE/ADJUSTMENT		INVOICE NR: 22-802-000001
AGENT:		AIRLINE: 802		INVOICE DATE: 10-DEC-11
Agent 1	Address	Airline 2	Address	
City	Country	City	Country	
VAT REGISTRATION NR:		VAT REGISTRATION NR:		
IATA NUMERIC CODE: 98-4 7000/0005		CURRENCY: USD	BILLING PERIOD: 01-SEP-11 - 30-SEP-11	PAGE: 1

AWB--- SERIAL NUMBER	SP IN	ORGDG-- IN	WEIGHT CHARGES	---PREPAID CHARGES	---COLLECT CHARGES	---COMMISSION	---INCENTIVE	---NET AMOUNT BEFORE TAX	---TAX	---NET AMOUNT PAYABLE	---EXBC DATE	---AGENTS INFORMATION
			VALUATION CHARGES	OTHER DUE AIRL	VALUATION CHARGES	OTHER DUE AGENT						
DOMESTIC CARGO												
11956663	NC	CDGDFW	22.0	41.00	54.65	0.00	0.00	0.00	0.80	94.85	18.59	113.44 110917
TOTAL DOMESTIC CARGO			22.0	41.00	54.65	0.00	0.00	0.00	0.80	94.85	18.59	113.44
INTERNATIONAL CARGO												
11953911	NC	CDGJFK	8006.0	57.00	65.25	0.00	0.00	0.00	0.80	121.45	0.00	121.45 110916
11954224	NC	CDGJFK	95.0	80077.00	80083.85	0.00	0.00	0.00	0.80	160160.05	0.00	160160.05 110910
11954261	NC	CDGJFK	21.0	57.00	64.05	0.00	0.00	0.00	0.80	120.25	0.00	120.25 110916
11954272	NC	CDGROS	800.0	57.00	54.05	0.00	0.00	0.00	0.80	110.25	0.00	110.25 110916
11954283	NC	CDGJFK	35.0	57.00	75.25	0.00	0.00	0.00	0.80	131.45	0.00	131.45 110916
11954331	NC	CDGSTL	80062.0	80062.00	80092.25	0.00	0.00	0.00	0.80	160153.45	0.00	160153.45 110926
11954611	NC	ORYGCM	80091.0	410.65	270.54	0.00	0.00	0.00	0.80	680.39	0.00	680.39 110917
11954622	NC	ORYEXM	282.0	451.20	379.62	0.00	0.00	0.00	0.80	830.02	0.00	830.02 110917
11954633	NC	ORYJFK	221.0	80054.70	80032.25	0.00	0.00	0.00	0.80	160086.35	0.00	160086.35 110918
11954806	NC	CDGKCI	346.0	346.00	80057.70	0.00	0.00	0.00	0.80	80402.90	0.00	80402.90 110925
11955705	NC	CDGIAD	345.0	80089.75	275.20	0.00	0.00	0.00	0.80	80364.15	0.00	80364.15 110911
11955720	NC	CDGMIA	257.0	205.60	80066.20	0.00	0.00	0.00	0.80	80271.00	0.00	80271.00 110911
11955731	NC	CDGSCL	739.0	800662.75	513.41	0.00	0.00	0.00	0.80	801175.36	0.00	801175.36 110917
11956431	NC	CDGEZE	818.0	802104.30	804.29	0.00	0.00	0.00	0.80	802907.79	0.00	802907.79 110910
11956674	NC	CDGORD	80060.0	88.00	80027.95	0.00	0.00	0.00	0.80	80115.15	0.00	80115.15 110917
11956685	NC	CDGSCL	374.0	635.80	398.46	0.00	0.00	0.00	0.80	1033.46	0.00	1033.46 110917
11956696	LT	CDGDFW	80000.0	70.00	99.75	0.00	0.00	0.00	0.80	168.95	0.00	168.95 110220 E2
11956700	NC	CDGMIA	8005.0	41.00	48.50	0.00	0.00	0.00	0.80	88.70	0.00	88.70 110920 E2
11956722	NC	CDGSCL	329.0	559.30	323.80	0.00	0.00	0.00	0.80	882.30	0.00	882.30 110920
11956792	NC	CDGORD	344.0	395.60	375.99	0.00	0.00	0.00	0.80	770.79	0.00	770.79 110923
11957396	NC	CDGSDQ	25.0	60.00	80214.65	0.00	0.00	0.00	0.80	80273.85	0.00	80273.85 110916 E2
11957444	NC	CDGPOS	77.0	223.30	80036.13	0.00	0.00	0.00	0.80	80258.63	0.00	80258.63 110922 E2
11957455	NC	CDGPOS	80058.0	442.40	80083.51	0.00	0.00	0.00	0.80	80525.11	0.00	80525.11 110922 E2
11957540	NC	CDGLAX	3819.0	2291.40	3190.30	0.00	0.00	0.00	0.80	5480.90	0.00	5480.90 110927 E2
11957794	NC	MRSIND	50.0	60.00	75.25	0.00	0.00	0.00	0.80	134.45	0.00	134.45 110909
13979081	NC	CDGDFW	80030.0	80030.00	80039.25	0.00	0.00	0.00	0.80	160067.45	0.00	160067.45 110926
13979766	NC	LYSJFK	2196.0	2250.00	2196.65	0.00	0.00	0.00	0.80	4445.85	0.00	4445.85 110923 E2
28822382	NC	TLSDFW	2.0	45.00	38.00	0.00	0.00	0.00	0.80	82.20	0.00	82.20 110926 EGL USDO DIV
31186960	NC	SXBPOS	263.0	80044.65	207.00	0.00	0.00	0.00	0.80	80250.85	0.00	80250.85 110908
31186993	NC	SXBDFW	825.0	618.75	701.35	0.00	0.00	0.00	0.80	1319.30	0.00	1319.30 110925
13570185	DL	CDGJFK	205.0	80064.00	229.25	0.00	0.00	0.00	0.00	80293.25	0.00	80293.25- 110927 D03349
13570185	AD	CDGJFK	205.0	80033.25	229.25	0.00	0.00	0.00	0.00	80262.50	0.00	80262.50 110927 D03335
31185335	DL	SXBIAH	2260.0	2260.00	800847.05	0.00	0.00	0.00	0.00	803107.05	0.00	803107.05- 110405 D03352
CARRIED FORWARD			506315.0	2090256.40	10042.40	0.00	0.00	0.00	24.00	2100274.80	0.00	2100274.80

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - UTOPIA		CARGO SALES INVOICE/ADJUSTMENT		INVOICE NR: 22-802-000001
AGENT:		AIRLINE: 802		INVOICE DATE: 10-DEC-11
Agent 1	Address	Airline 2	Address	
City	Country	City	Country	
VAT REGISTRATION NR:		VAT REGISTRATION NR:		
IATA NUMERIC CODE: 98-4 7000/0005		CURRENCY: USD	BILLING PERIOD: 01-SEP-11 - 30-SEP-11	PAGE: 2

AWB--- SERIAL NUMBER	SP IN	ORGDG-- IN	WEIGHT CHARGES	---PREPAID CHARGES	---COLLECT CHARGES	---COMMISSION	---INCENTIVE	---NET AMOUNT BEFORE TAX	---TAX	---NET AMOUNT PAYABLE	---EXBC DATE	---AGENTS INFORMATION
			VALUATION CHARGES	OTHER DUE AIRL	VALUATION CHARGES	OTHER DUE AGENT						
BROUGHT FORWARD			506315.0	2090256.40	10042.40	0.00	0.00	0.00	24.00	2100274.80	0.00	2100274.80
31185335	AD	SXBIAH	2260.0	800695.00	800847.05	0.00	0.00	0.00	0.00	1601542.05	0.00	1601542.05 110905 D03352
TOTAL INTERNATIONAL CARGO			508575.0	2890951.40	810889.45	0.00	0.00	0.00	24.00	3701816.85	0.00	3701816.85
GRAND TOTAL			508597.0	2890992.40	810944.10	0.00	0.00	0.00	24.80	3701911.70	18.59	3701930.29
RECAPITULATION												
TOTAL PREPAID CHARGES DUE AIRLINE						3701936.50						
TOTAL COMMISSIONABLE SALES				0.00								
COMMISSION DUE AGENT				0.00								
OTHER CHARGES DUE AGENT				0.00								
INCENTIVE DUE AGENT				24.80								
						24.80						
						3701911.70						
TAX DUE AGENT (19.60%)				0.00								
TAX DUE AIRLINE (19.60%)				18.59								
						18.59						
NET TOTAL DUE AIRLINE						3701930.29						

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

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - AUSTRALIA				DATE: 04 DEC 09			
Auto approved corrections: 2009 / 19				PAGE: 1			
Airline: 081 QANTAS AIRWAYS LIMITED							
Agent	Name	AWB	DCM Number	Entry Date	Estimated Net Amount		
0230013 - 2623	UTI (AUST) PTY LIMITED	72460522	01 AD	2009-10-12	2000.00-		
0230013 - 2623	UTI (AUST) PTY LIMITED	72460522	01 DL	2009-10-12			
0230013 - 2623	UTI (AUST) PTY LIMITED	72460533	01 AD	2009-10-12	2000.00-		
0230013 - 2623	UTI (AUST) PTY LIMITED	72460533	01 DL	2009-10-12			
0230013 - 2623	UTI (AUST) PTY LIMITED	72461255	01 AD	2009-10-12	272.80-		
0230013 - 2623	UTI (AUST) PTY LIMITED	72461255	01 DL	2009-10-12			
0230013 - 3231	UTI (AUST) PTY LIMITED	71915152	01 AD	2009-10-12	1000.00-		
0230013 - 3231	UTI (AUST) PTY LIMITED	71915152	01 DL	2009-10-12			
0230088 - 2124	MEGA-TOP CARGO PTY LIMITED	71535365	01 AD	2009-10-13	252.80-		
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72445914	01 AD	2009-10-13	1200.00-		
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72445914	01 DL	2009-10-13			
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72446113	01 AD	2009-10-13	230.00-		
0230132 - 2122	DHL Global Forwarding (Australia) Pty Ltd	72446113	01 DL	2009-10-13			
0230154 - 2121	AGILITY LOGISTICS PTY LIMITED	71805215	01 AD	2009-10-13	946.00-		
0230154 - 2121	AGILITY LOGISTICS PTY LIMITED	71805215	01 DL	2009-10-13			

3.2.1.1 Additional Text on Airline Invoice

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

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

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

3.2.2 HOT File

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

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

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

3.2.3 XLS File

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

	A	B	C	D	E	F	G	H	I	J	K
1	AirlinePrefix	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AWB Serial Number	Airport Origin	Airport Destination	Weight	Prepaid Weight Charge
2	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610960	SYD	POS	411	2466.
3	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610993	SYD	PIT	547	2078.
4	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611004	SYD	PIT	4019	13664.
5	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611015	SYD	ORD	138	558.
6	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611026	SYD	PIT	25	477.
7	998		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611030	SYD	PIT	3	114.
8	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	48894526	SYD	YYZ	17	100.
9	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	-1000	-3500.
10	998		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	1000	3000.
11	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MKE	52	210.
12	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880655	SYD	MEM	45	477.
13	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EVR	453	1721.
14	998		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200	780.
15	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324	1539.
16	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189	392.
17	998		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863144	SYD	SEL	395	1875.
18	998		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24584724	SYD	ANF	438	2452.
19	998		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	91284723	SYD	NOU	35	157.
20	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296	4147.
21	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620	589.
22	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2	114.
23	998		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38	178.
24	998		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16	215.
25	998		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689650	SYD	MNL	3	120.
26	998		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689661	SYD	MNL	10	120.
27	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70	686.
28	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440	2596.
29	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	65	637.
30	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	390	2301.
31	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194432	SYD	SIN	138	358.
32	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194606	SYD	SIN	331	595.
33	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194621	SYD	AKL	56	223.
34	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65194643	SYD	CHC	523	1269.
35	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089100	SYD	FRA	4.5	120.
36	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089111	SYD	AKL	4.5	184.
37	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089122	SYD	LAX	10.5	175.
38	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089133	SYD	HKG	1000	1850.
39	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089144	SYD	SIN	135	351.
40	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089155	SYD	AKL	4	120.
41	998		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089166	SYD	LAX	9	180.

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

3.3 AWB History

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

Org.	Dest.	Gross Weight	PP Weight/Valuation	PP Other charges due airline	CC Weight/Valuation	CC Other charges due agent	Discount / Incentive	Commission	Net Payable ex. VAT	Correction number	Execution Date	Input Date	Processing Period
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 Agent
- Discount/Incentive – based on Net/Net Sales amount
- Commission – if payable by the Airline
- Net Payable ex VAT – total amount due to Airline/Agent
- Correction Number – where a correction document has been processed
- Execution Date – of Air Waybill
- Input Date – date document input by Airline
- Processing Period – CASS Billing Period. May be “Correction” period
- Airline
- Agent – Correction processing may be effected to different Agents

Where a Correction has been processed, either CCA, DCM or online, the “Total” at the bottom of the report will show the net values paid by/to the Agent for the AWB after addition or deduction of correction values (without Taxes)

Note - Tax amounts are not displayed.

3.4 Dashboard

The screenshot shows a web browser window with the URL <https://casslink.iata.org/pages/U:>. The user is identified as Rod_Best and the CASS operation is VENEZUELA. The dashboard displays a table of operations with the following data:

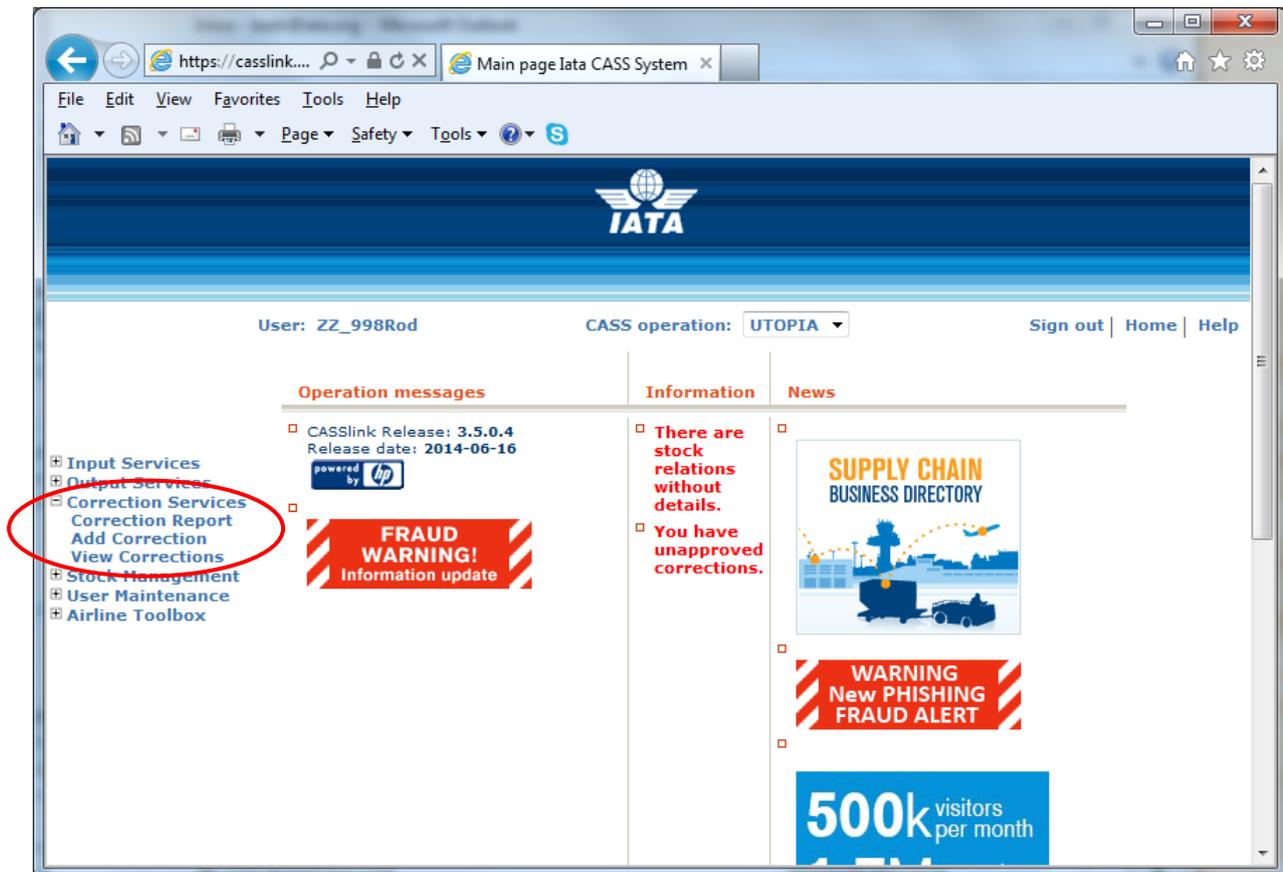
CASS	Rem Period	Bill Period	Type	Processing Date	Settlement Date	Settlement Value	Prev Rem Period	Prev Period Settlement	Prev Period Settlement Value
BO	201621	2	C	2016-11-24	2016-12-01	19786.99	201620	2016-11-16	15479.64
DO	201621	2	C	2016-11-24	2016-12-01	6044898.35	201620	2016-11-16	4373167.07
HK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

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

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

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

4. Correction Services

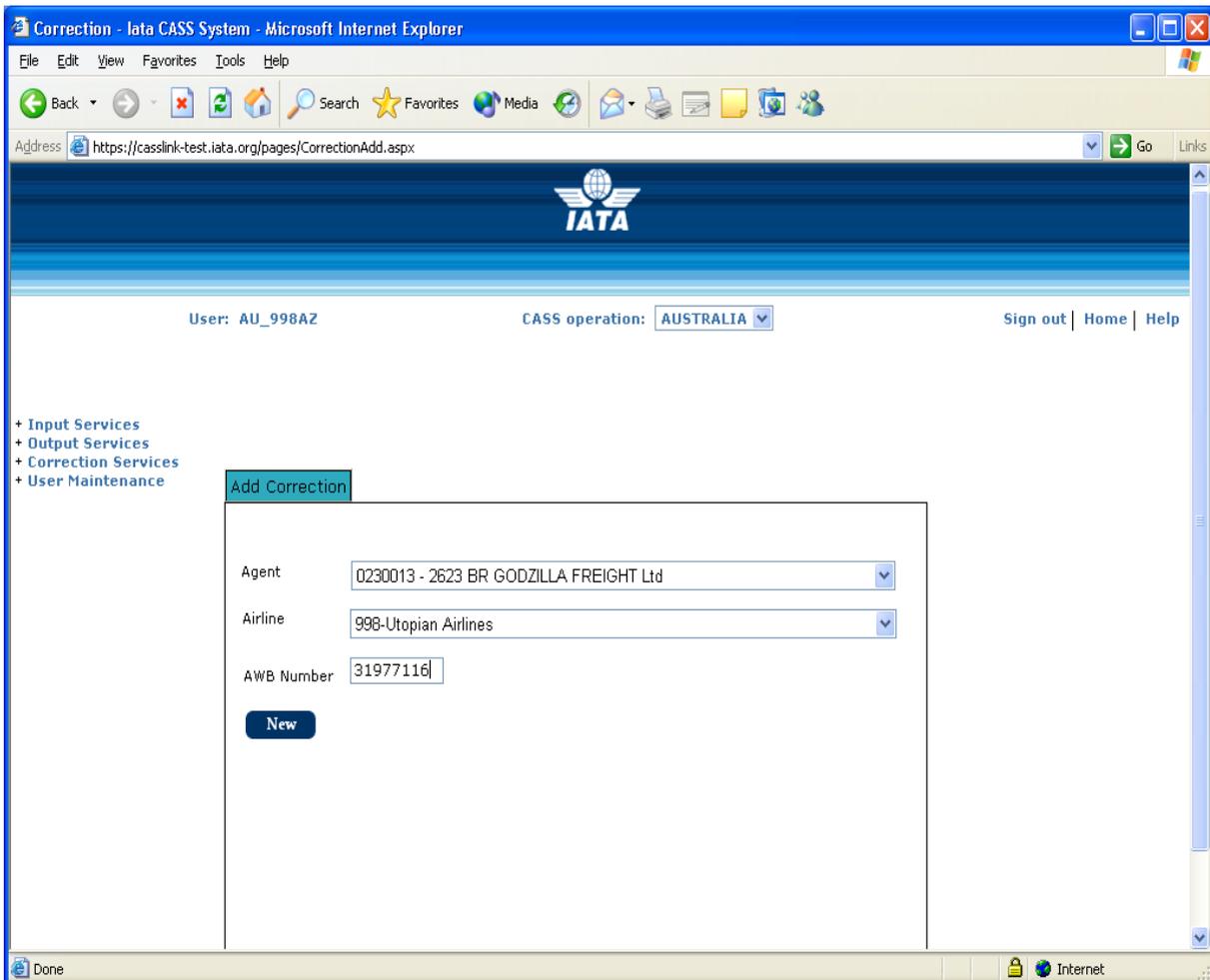


4.1 Add Correction

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

Procedure:

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



The details of the Air Waybill as billed in CASSLink will automatically be displayed on the electronic DCM in the Original/Incorrect sections (right-hand side), provided the Online Correction is being entered within the CASS Storage Period. The Storage Period differs from country to country and can be a little as six (6) months to five (5) years (60 months).

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

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

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

- Weight
- Weight & Valuation Charges
- Charges Due Agent (Collect only)
- Charges Due Airline
- Reason Code (see 4.1.1 below)
- Reason for Correction

Correction Form Documents

New Save Back

Status: New Number: 01

Agent's code: 9847000 - 0005 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.

4.1.1 Reason Code

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

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

Correction Form Documents

New Save Back

Status Number

Agent's code Airline's Code

AWB No. Origin Destination Date of AWB Issue

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	<input type="text" value="0.0"/>	<input type="text" value="21.0"/>

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	USD			
Weight Charges	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="57.00"/>	<input type="text" value="0.00"/>
Valuation Charges	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Commission	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Incentive	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Net/net Amount	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Other Charges Due Agent	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Other Charges Due Airline	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total payable to airline ex. VAT	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
VAT/TAX	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Reason Code	Select a Reason for Correction 01 - Billed to Wrong Agent Location 02 - Billed to Wrong Agent 03 - Paid Previously 04 - Calculation Error 06 - VOID; Shipment Never Moved 07 - Domestic Shipment; Billed as International 11 - Incorrect Chargeable Weight 12 - Incorrect Volume Weight 20 - Incorrect Contract Rate 21 - Incorrect Spot or Ad-hoc Rate 22 - Incorrect Service Level Rate 23 - Incorrect Published Rate 24 - Contract Rate not Applied 25 - Spot/Ad-hoc Rate not Applied 26 - Service Level Rate not Applied 27 - Incorrect Pallet/Container Rate 30 - Incorrect Insurance Fee 31 - Incorrect Security Fee 32 - Incorrect Fuel Surcharge 33 - Incorrect DG/PA Fee			
Reason for Correction	<input type="text"/>			
Reason for rejection	<input type="text"/>			

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

Correction was successfully updated.

New Back

CorrectionRequest Form

Status: Number:

Agent's code: Airline's Code:

AWB No.: Origin: Destination: Date of AWB Issue:

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

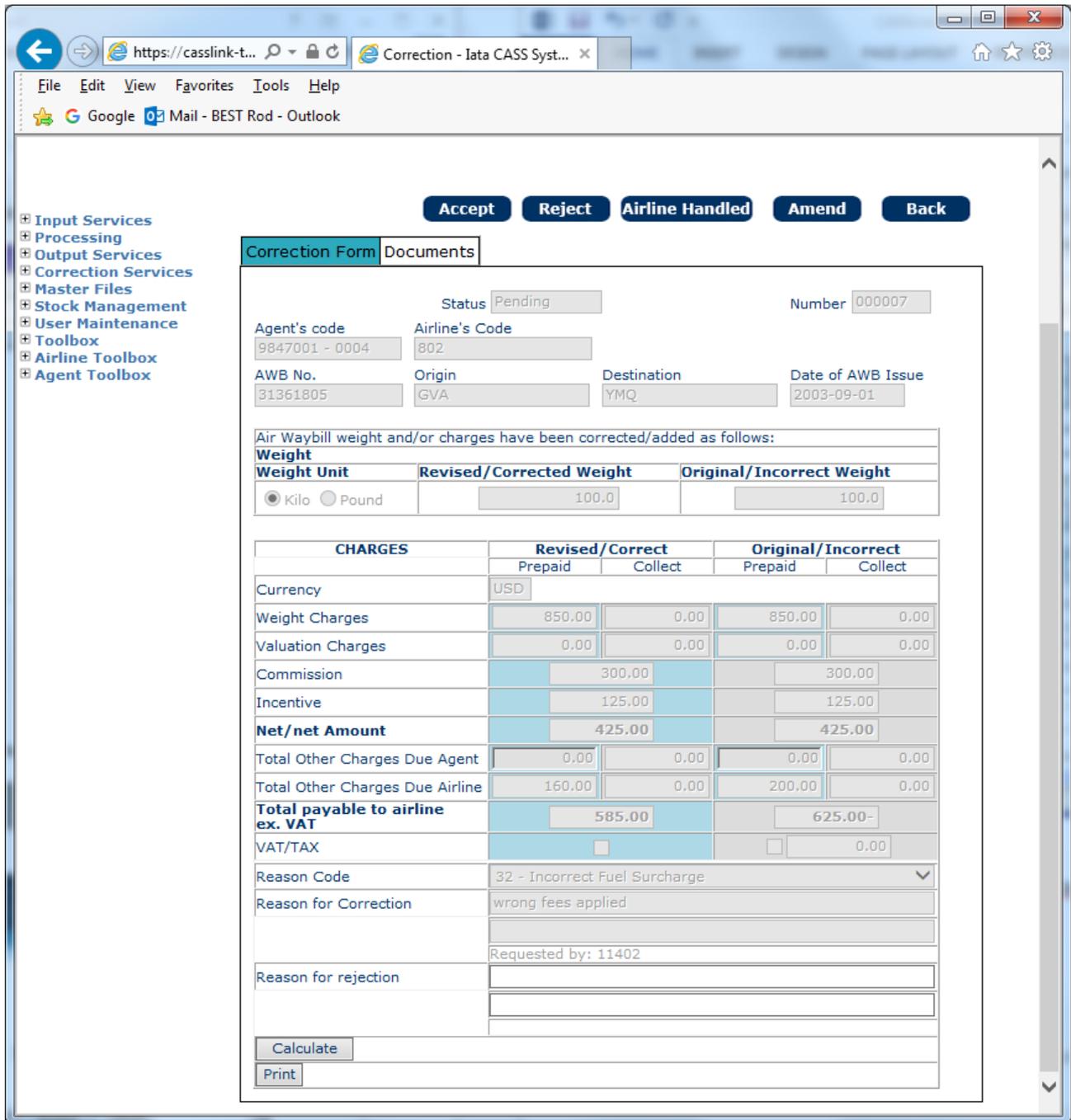
Weight		Revised/Corrected Weight		Original/Incorrect Weight	
Weight Unit					
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound			650.00		792.00

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	AUD			
Weight Charges	2005.21	0.00	2534.40	0.00
Valuation Charges	0.00	0.00	0.00	0.00
Commission		0.00		0.00
Incentive		0.00		0.00
Net/net Amount		2005.21		2534.40

Where an Agent has submitted the online correction, the correction must be Accepted, Rejected, Amended or Airline Handled by the Airline on which the Correction has been requested. **Agents cannot “Accept” their own correction.** Only the Airline may “action” an online correction. An Agent may only “request” or Add a correction, but the responsibility for the acceptance or rejection of all online corrections lies entirely with the Airline concerned.

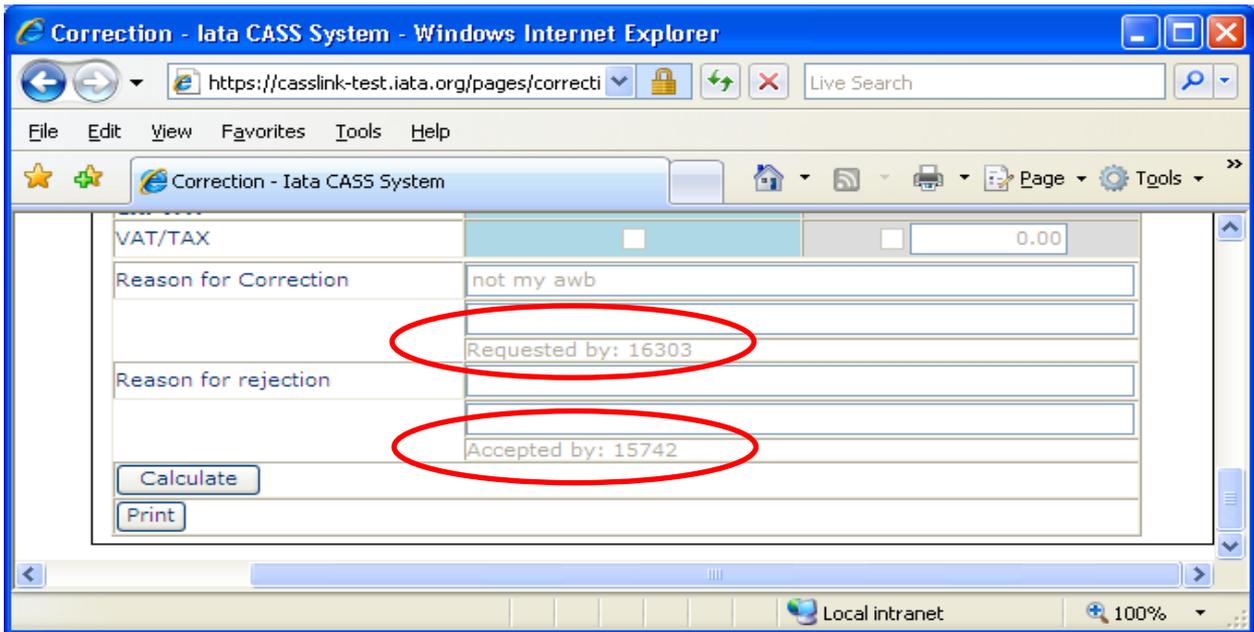
Additionally, Airlines have the option to limit the number of their Users that can Accept (Approve) a correction. Corrections entered by a User that is not authorized to “Approve Corrections” will move to “Pending” in the same manner as a correction entered by an Agent. These must then Accepted by an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

Contact your Customer Service Centre via the customer portal or your airline CASSLink Administrator to check or amend the status for your Airline Users.

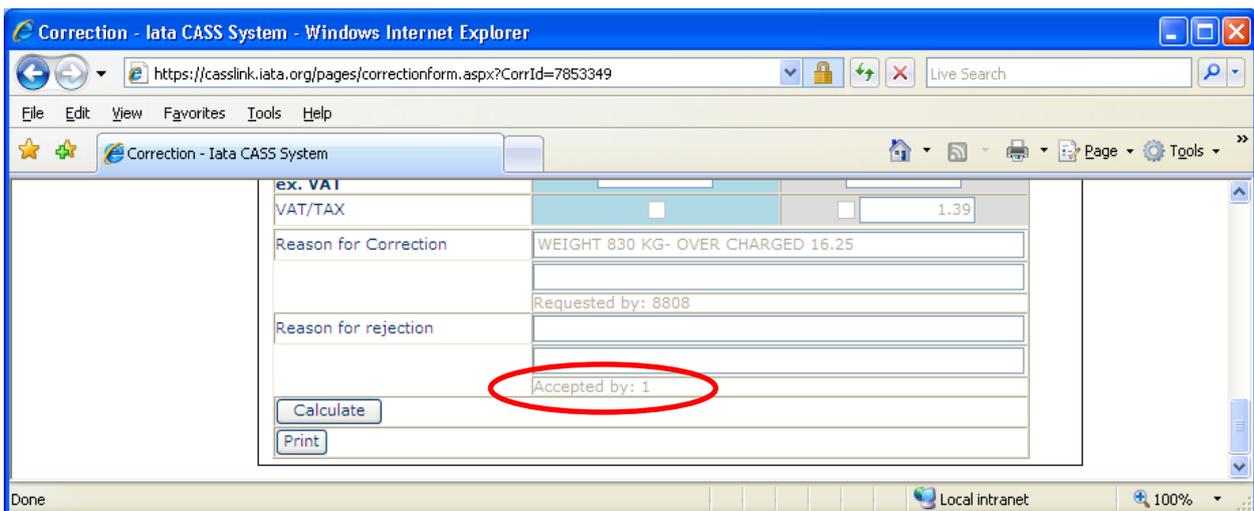


Sample Airline Correction screen

The Reason for Correction field identifies the UserID of the User requesting the correction.



Similarly, the Airline User that Accepts or Rejects a Correction will be identified in the Reason for Rejection field. To find out the Username associated with the UserID number, please contact your Customer Service Centre or local Cargo Manager.

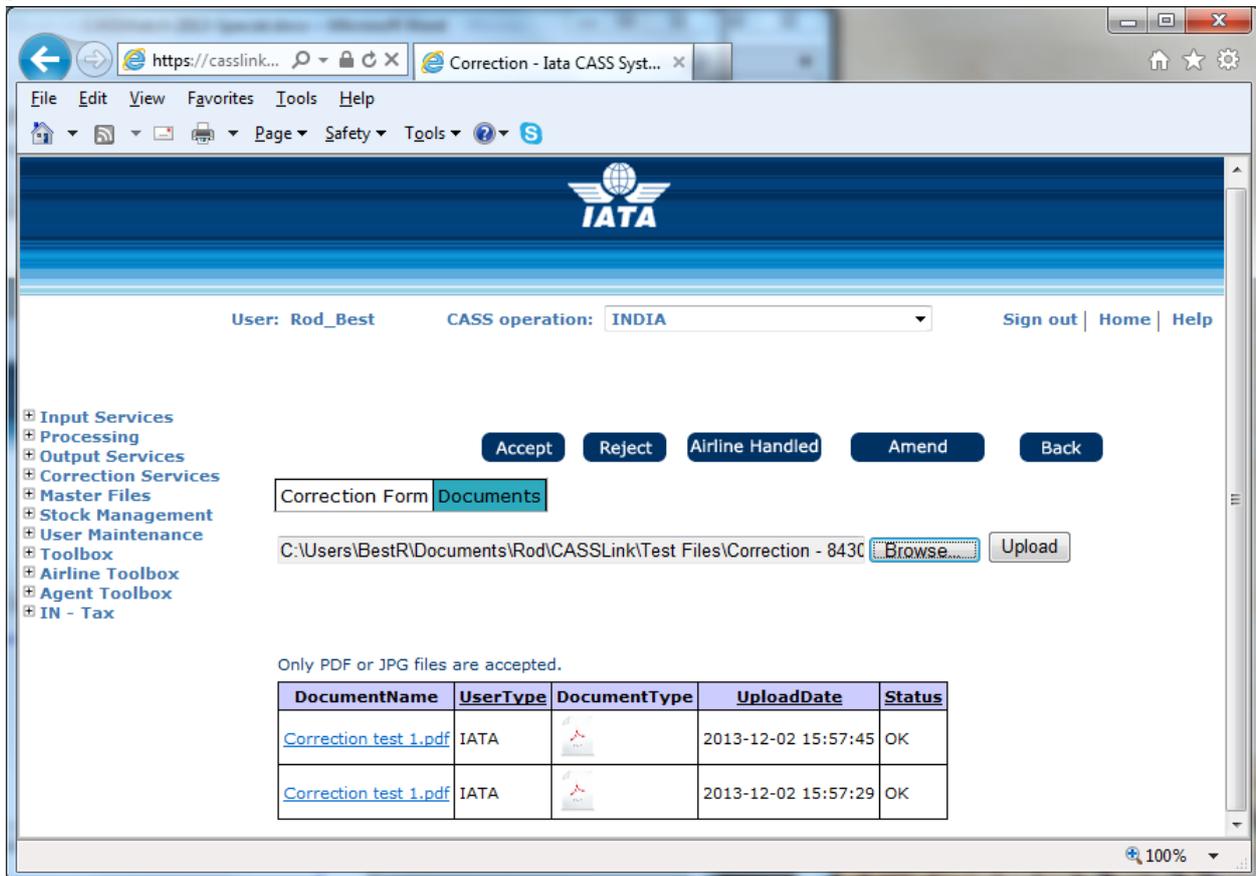


Accepted by: 1 - identifies a correction that has been Auto Approved by the system (1 is the system UserID)

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

4.2 Add Supporting Document

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



Process:

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

Multiple documents may be Uploaded to the Correction Request.

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

Sample Airline Correction pages.

Correction Form Documents

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

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	INR			
Weight Charges	50000.00	0.00	1224550.00	0.00
Valuation Charges	0.00	0.00	0.00	0.00
Commission	2500.00		61227.50	
Incentive	20000.00		11910.00	
Net/net Amount	27500.00		1151412.50	
Total Other Charges Due Agent	0.00	0.00	0.00	0.00
Total Other Charges Due Airline	0.00	0.00	4555.00	0.00
Total payable to airline ex. VAT	27500.00		1155967.50	
VAT/TAX	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	7407.00

Reason for Correction: Wrong rate and weight. See attached Document

Requested by: 11402

Reason for rejection:

Calculate Print

Correction Form Documents

Accept Reject Airline Handled Amend Back

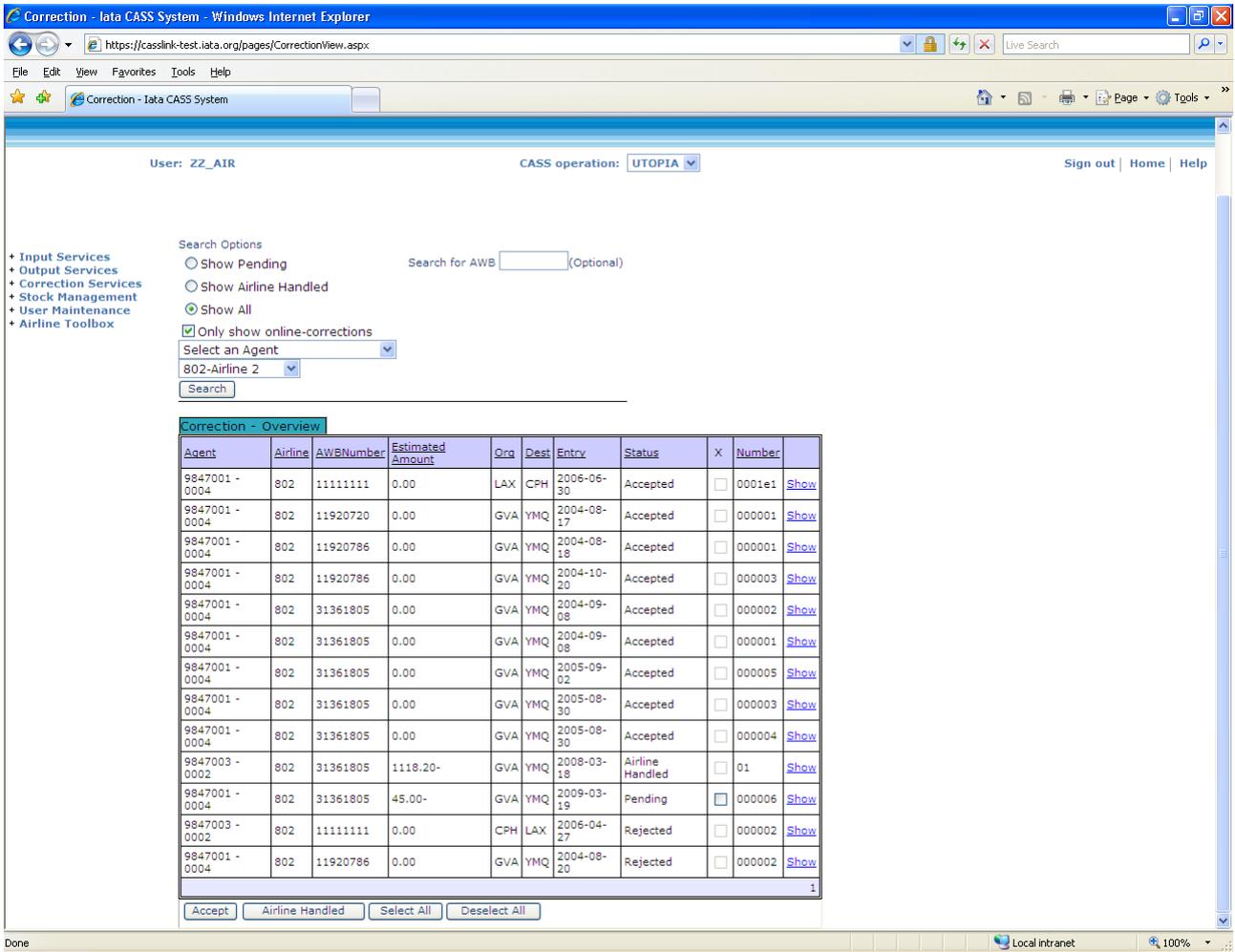
C:\Users\BestR\Documents\Rod\CASSLink\Test Files\Correction - 843C Browse... Upload

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

4.3 View Corrections

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



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

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

The Correction Status may be:

- | | |
|-------------------------|---|
| Accepted: | Airline has accepted the correction request |
| Rejected: | Airline has rejected the correction request |
| Airline Handled: | Airline has accepted the correction request, but it will be handled via a CASS billing file (usually CCA or DCM). |

Additional Information:

- **Entry** – This is the date the Correction request was entered by the Agent. Remember that corrections entered by Airlines are automatically approved when entered by an Approve Correction authorized User.
- **Estimated Value** – This is a guide only to the value of the Correction. This is a system calculation of the estimated net value of the correction. It is only estimated as the netting of the Original – Revised amounts may not include all values, taxes etc.
- **Sorting** – where a column heading is underlined, the column may be sorted by clicking on the header name. For example, to sort Corrections by Entry date, click Entry and the list will be sorted into date order, oldest first. Click again and the list will resort with newest first.

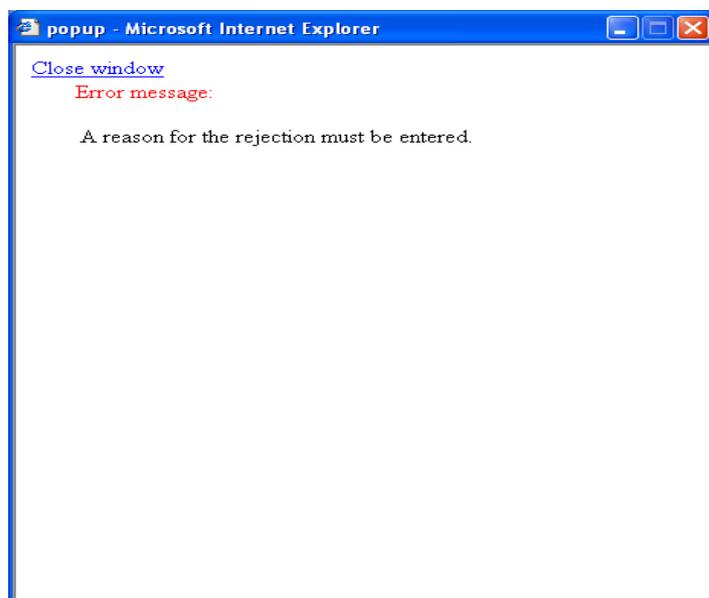
The sort feature exists anywhere in *CASSLink* where a column heading is underlined.

4.3.1 Acceptance

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

4.3.2 Rejection

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



4.3.3 Amend

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

Amend is a two-part process:

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

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

4.4 Auto-Approval of Corrections

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

Any Pending Corrections in *CASSLink* will be auto-approved by *CASSLink* under the following circumstances:

The Correction Request from the agent was entered on or before the Query Cut-Off Date (introduced into all CASS Reporting Calendars from 01 OCT 2009 in eligible CASS Countries)
The Airline does nothing to the Pending Correction request

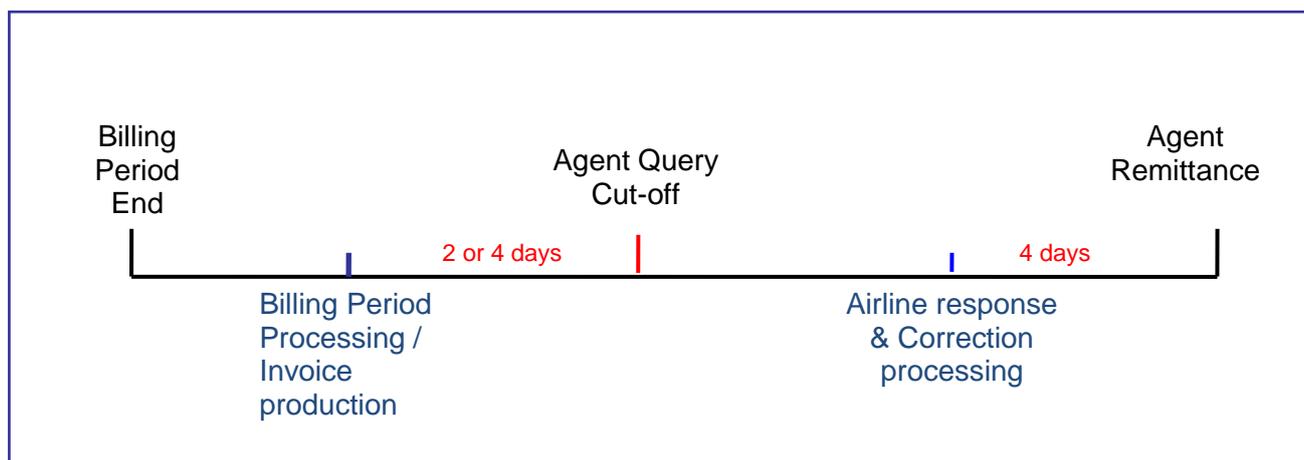
An Airline can select Accept, Reject, Amend or Airline Handled a Pending correction at any time. When one of these options is selected by the Airline, a Correction request is considered “Actioned” and auto-approval will not be applied.

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

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

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

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



4.5 Correction Periods

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

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

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

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

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

4.5.1 Correction Period Processing

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

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

4.5.2 Correction Period Reports

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

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

4.6 Correction Report

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



The report is provided as a XLS spreadsheet.

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

4.6.1 Reporting of Reason Code

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

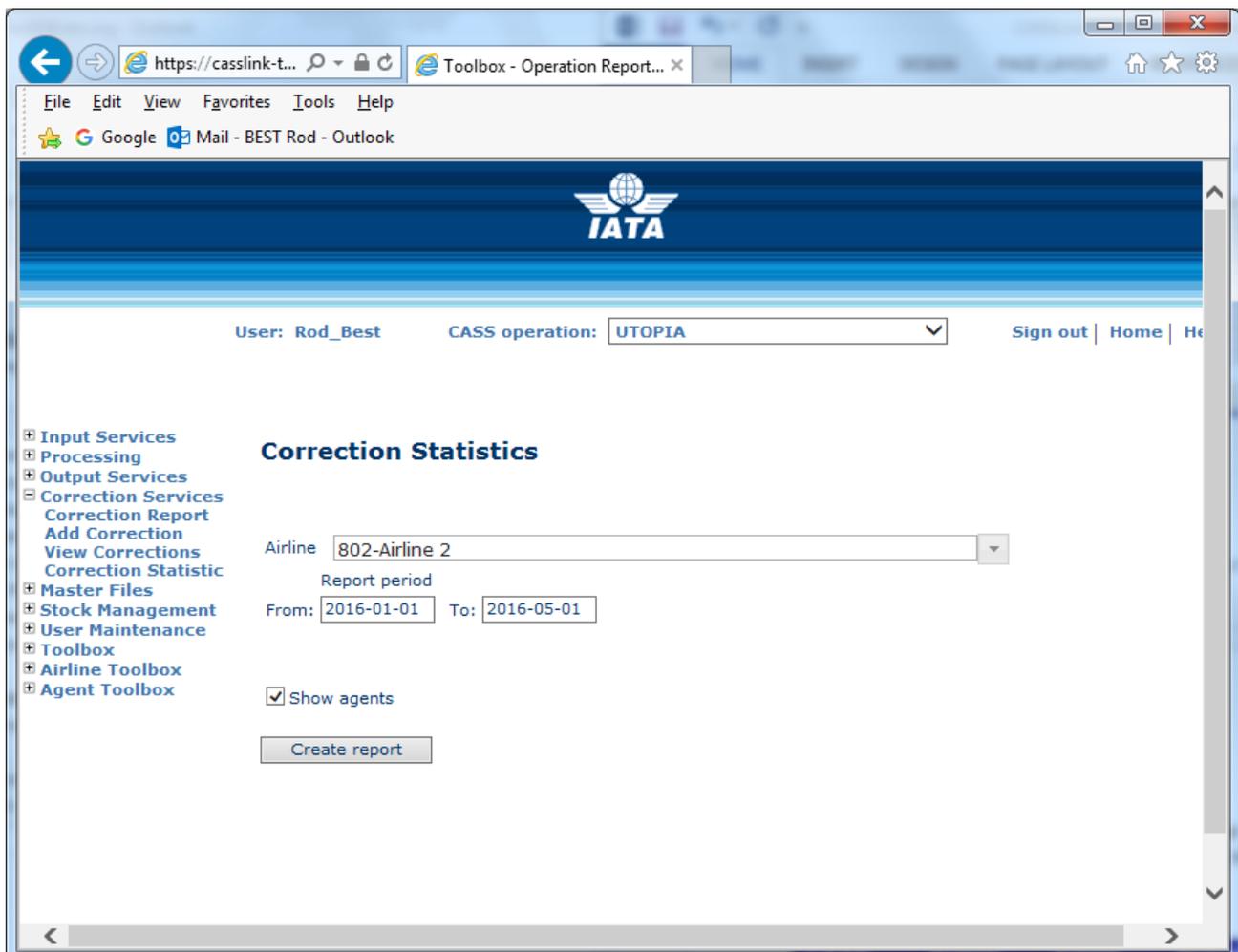
Reason Code	Reason Name	Reason Type
6	VOID; Shipment Never Moved	General
11	Incorrect Chargeable Weight	Weight
11	Incorrect Chargeable Weight	Weight

These are provided in the existing Correction Reports.

Also see 4.7 for Correction Statistics reporting.

4.7 Correction Statistics

To be able to track and analyse the reasons for correction, a report has been added to the Correction module to provide statistics. These are available in a spreadsheet report downloadable by date range.



4.8 Correction Statistics

The Correction Statistics allows the airline to view statistics on the reasons for correction, based on the Reason Code entry. The report is produced after entry of a date Range for their airline as a spreadsheet.

	A	B	C	D	E	F	G	H
	CASS Operation	Airline Prefix	Agent Code	Branch Location	Reason Code Type	Reason Code Number	Reason Code	# Corrections
1	ZZ	998	9947006	3110	General	4	Calculation Error	4
2	ZZ	998	9947009	5914	General	2	Billed to Wrong Agent	1
3	ZZ	998	9947009	5914	Rate	21	Incorrect Spot or Ad-hoc Rate	2
4	ZZ	998	9947049	0611	Rate	21	Incorrect Spot or Ad-hoc Rate	2
5	ZZ	998	9947063	1322	Rate	24	Contract Rate not Applied	4
6	ZZ	998	9947063	3120	Rate	20	Incorrect Contract Rate	2
7	ZZ	998	9947063	3120	Other	99	Other	4
8	ZZ	998	9947063	5916	Rate	25	Spot/Ad-hoc Rate not Applied	2
9	ZZ	998	9947063	6314	Rate	20	Incorrect Contract Rate	2
10	ZZ	998	9947063	6815	Rate	25	Spot/Ad-hoc Rate not Applied	2
11	ZZ	998	9947063	9545	Rate	24	Contract Rate not Applied	4
12	ZZ	998	9947063	9545	Rate	25	Spot/Ad-hoc Rate not Applied	2
13	ZZ	998	9947063	9593	General	1	Billed to Wrong Agent Location	2
14	ZZ	998	9947079	9510	Rate	20	Incorrect Contract Rate	2
15	ZZ	998	9947079	9510	Rate	25	Spot/Ad-hoc Rate not Applied	2
16	ZZ	998	9947079	9510	Other	99	Other	2
17	ZZ	998	9947080	5913	Rate	24	Contract Rate not Applied	2
18	ZZ	998	9947115	1315	Due Carrier	34	Incorrect OtherCharges Due Carrier	4
19	ZZ	998	9947115	6915	Rate	21	Incorrect Spot or Ad-hoc Rate	2
20	ZZ	998	9947115	9516	Rate	20	Incorrect Contract Rate	2
21	ZZ	998	9947115	9516	Rate	24	Contract Rate not Applied	8
22	ZZ	998	9947115	9516	Due Carrier	34	Incorrect OtherCharges Due Carrier	28
23	ZZ	998	9947145	3310	Rate	25	Spot/Ad-hoc Rate not Applied	2
24	ZZ	998	9947158	3101	Rate	26	Service Level Rate not Applied	4
25	ZZ	998	9947164	6915	Rate	20	Incorrect Contract Rate	2
26	ZZ	998	9947272	6912	Other	99	Other	2
27	ZZ	998	9947283	6915	Rate	21	Incorrect Spot or Ad-hoc Rate	2
28	ZZ	998	9947355	6913	Due Carrier	34	Incorrect OtherCharges Due Carrier	2
29	ZZ	998	9947370	6912	Rate	25	Spot/Ad-hoc Rate not Applied	2
30	ZZ	998	9947378	1311	Other	99	Other	2
31	ZZ	998	9947378	7611	Other	99	Other	2
32	ZZ	998	9947378	7611	Other	99	Other	2

5. Airline Commission Payment Options

Commission payments in CASS

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

5.1 CASS Standard Commission rate

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

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

5.2 Airline Commission Rate

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

5.3 Agent / Airline Agreement

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

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

5.4 No Commission

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

5.5 Airline Defined rate or amount per AWB

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

In the current edition of the CASS Technical Specifications:

- Field 26 – Commission Percentage (Loc 152-155) – Airline can stipulate the % commission rate to be paid
- Field 27 – Commission (Loc 156-167) – Airline can stipulate the amount of commission to be paid
- Field 28 – Commission indicator (Loc 168) – Indication that commission is to be paid (N, Y (Blank = Yes))

Note – As in most input, where the airline indicates an amount or % in the input record, this is used for billing and overrides the system

calculation.

The screenshot displays the CASLink IATA system interface. At the top, the user is identified as 'Rod_Best' and the CASS operation is set to 'UTOPIA'. The main record is for '998-Utopian Airways', which is marked as 'Active Only'. The record details include:

- Prefix: 998
- Branch Code: (Optional)
- Airline Name: Utopian Airways *
- Address: Utopian Circuit *
- Visiting address: (Empty)
- City: Utopia City Airport *
- Country: Utopia *
- Attention: Howard Hughes
- Phone: 12 98765430
- Fax: (Empty)
- E-mail: utopianairways@utopian.ut
- SITA: (Empty)
- VAT number: (Empty)
- Cass startdate: 2012-01-01
- Cass enddate: (Empty)
- GSA: (Empty)
- No commission:
- Commission: 0
- Standard Commission: 5%
- Accept online:
- Corrections: (Empty)

* = Presented on CASS Output

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

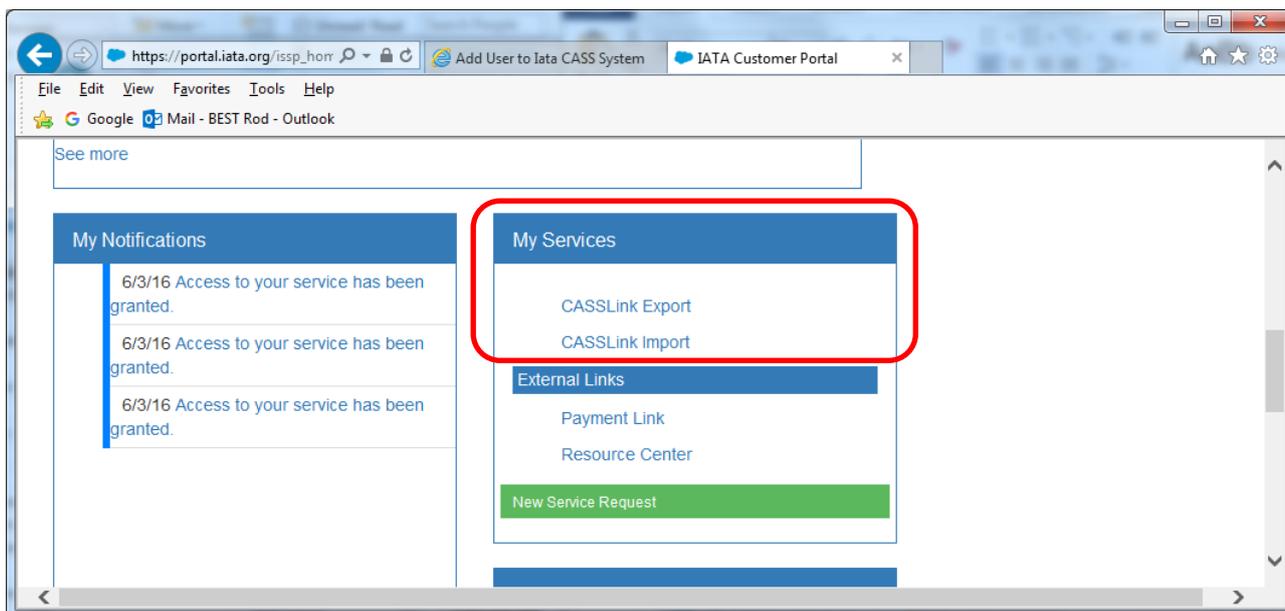
6. User Maintenance

6.1 Single Sign-on portal

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

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

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

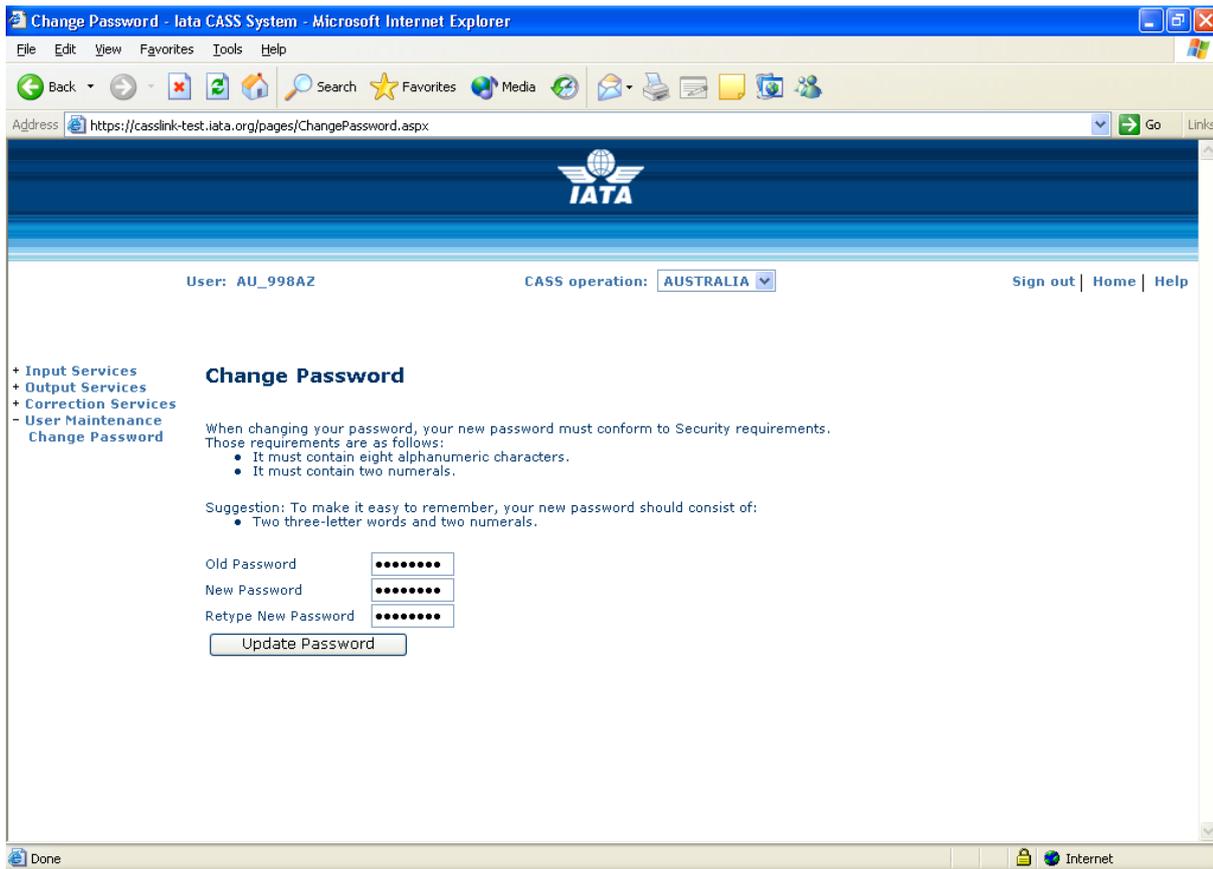


6.2 Change Password

If the User has a direct CASSLink password, when an Airline User logs in to CASSLink for the first time they will be asked to change their password. At any time, Users may change their password manually.

Procedure:

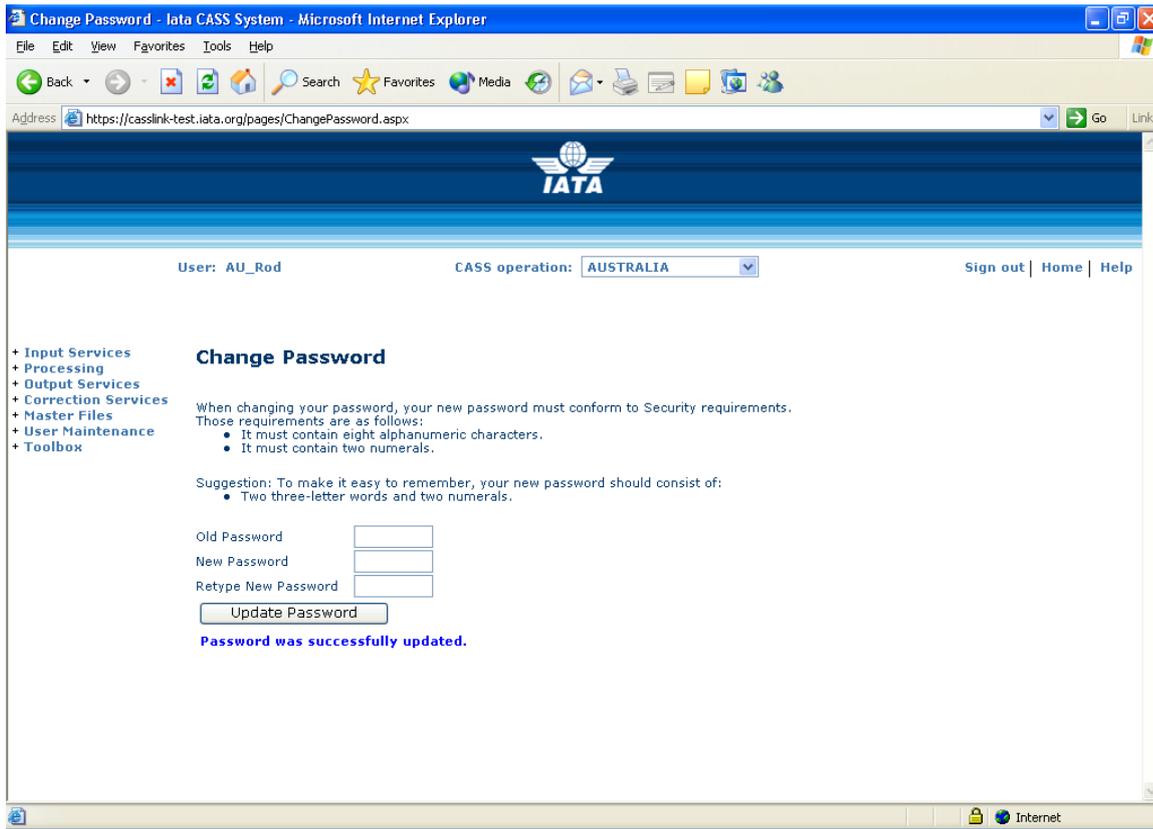
- Go to User Maintenance Menu;
- Select Change Password;
- Enter the "Old" password, then enter a new password twice. The new password must contain eight (8) alpha/numeric characters, with the password to contain at least 2 numeric characters.
- Click the "Update Password" button



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. (means that the new password does not contain 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.

6.3 Multi-Country/Operation Access

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

Global access depends on which entity is the CASS Participant.

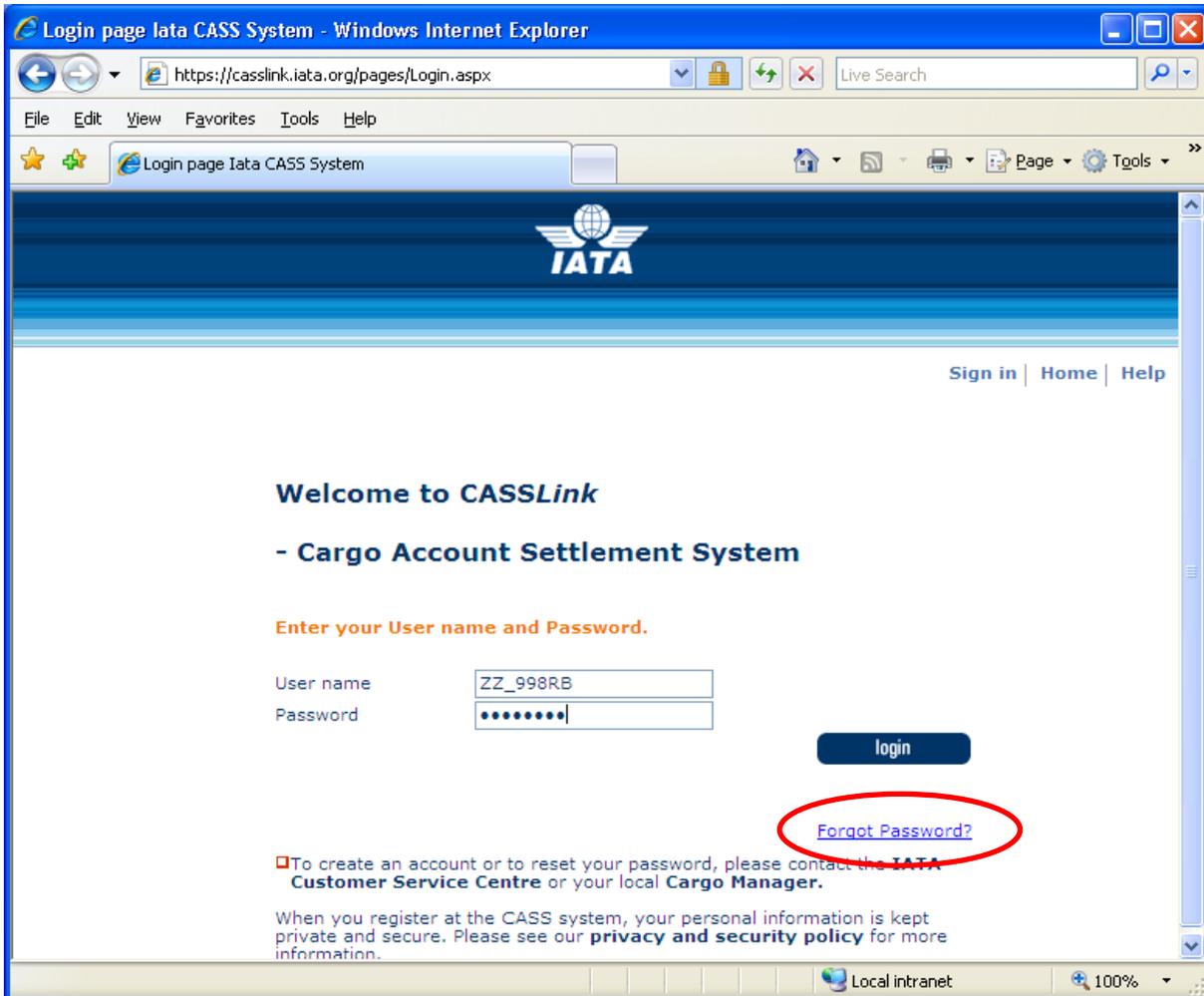
- Where the Airline is the participant in the CASS, access will be granted automatically.
- Where the Airline is a participant in the CASS via a GSA and the GSA paid a joining fee they become the CASS participant. The carrier completes a form authorizing IATA to accept its documents submitted by the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

For access to *CASSLink* countries other than the Head Office, contact your Customer Service Centre or Cargo Manager.

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

6.4 Forgot Password

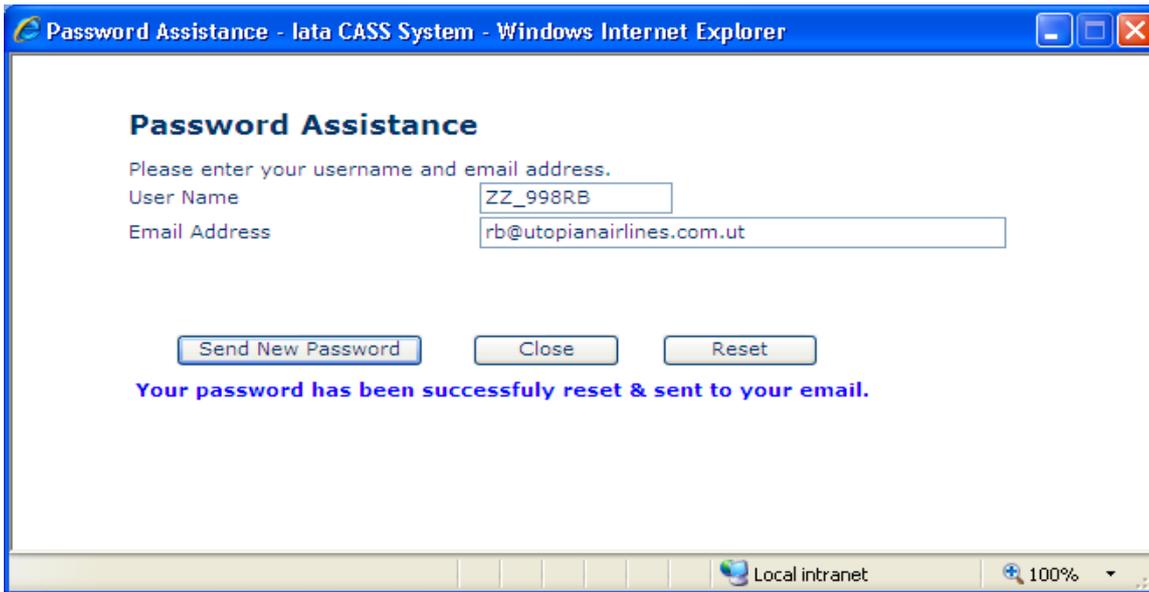
When a User has forgotten their password, the “Forgot Password” may be used to request a new user Password.



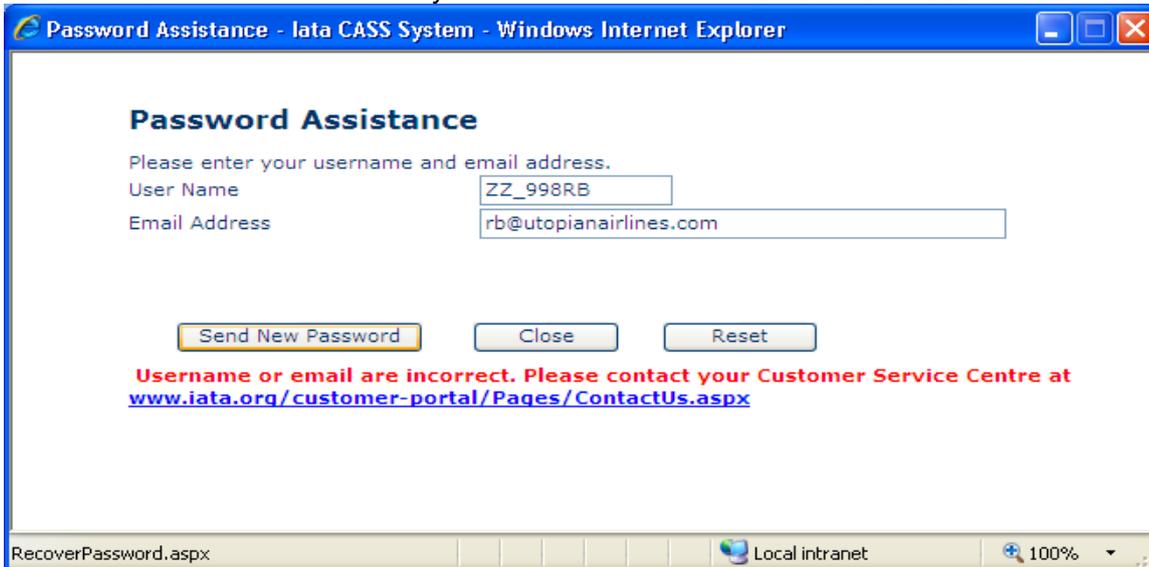
When the Forgot Password is selected, the User is asked to enter their Username and email address. Both need to match the User profile stored in CASSLink.



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



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 using Tools - Internet Options and try again.
- Username is shared and new password is not communicated to all Users

7. Airline Toolbox

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

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

The screenshot displays the main page of the IATA CASS System. The browser window title is "Main page Iata CASS System - Windows Internet Explorer". The address bar shows "https://casslink.iata.org/pages/Index.aspx". The page header includes "User: ZZ_1", "CASS operation: UTOPIA", and navigation links "Sign out | Home | Help".

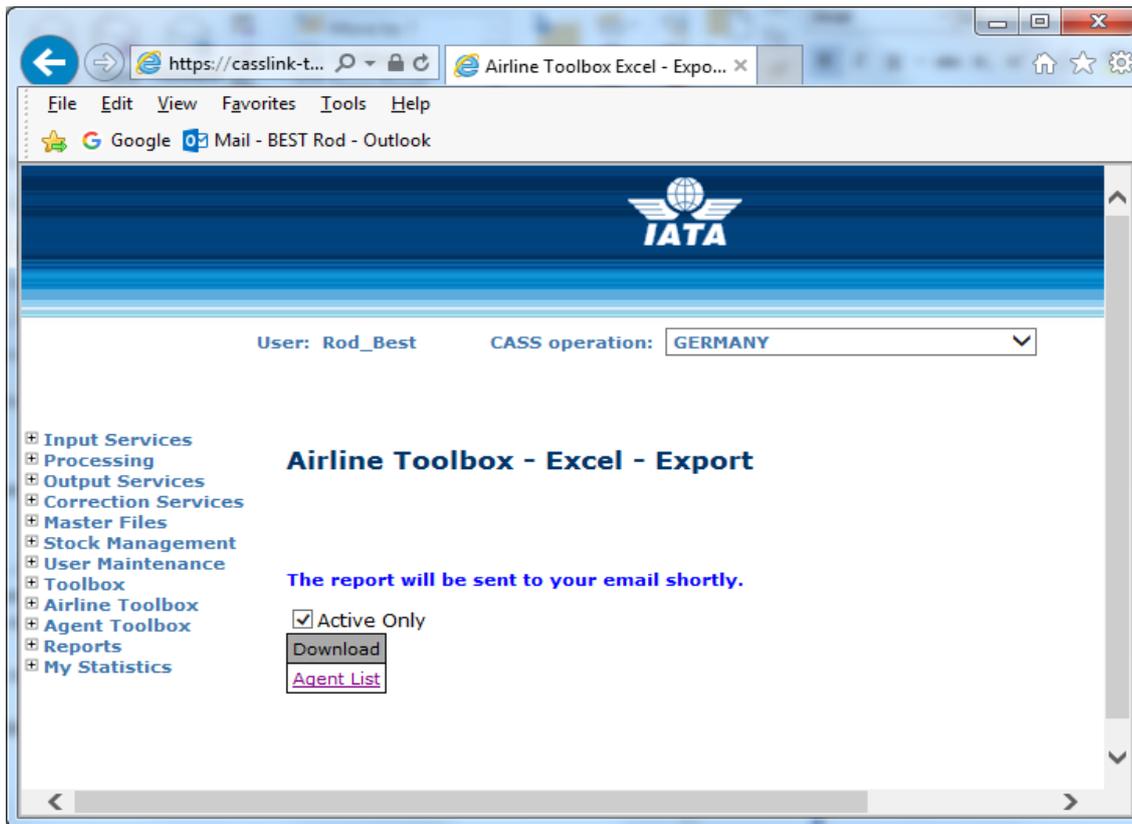
The left sidebar contains a menu with the following items:

- + Input Services
- + Output Services
- + Correction Services
- + Stock Management
- + User Maintenance
- + Airline Toolbox (circled in red)
- Agent List
- Settlement Analysis
- Correction Report

The main content area is divided into three columns:

- Operation messages:**
 - CASSLink Release: **3.1.0.1**
Release date: **2011-09-21**
 - IATA FRAUD WARNING NOTICE.**
<https://casslink-test.iata.org/Warning - Fraudulent Emails.pdf>
 - BEWARE OF FRAUD.**
<https://casslink-test.iata.org/Fraud IATA.pdf>
 - NEW FRAUD WARNING:**
In addition to fraudulent emails that have been sent to a number of agents and airlines, criminals are now attempting to gain access to your CASSLink details by creating a false "CASSLink home page" then when login fails, requesting your details and entering them, thus gaining access to your data.
The fake address used is:
<http://cass-iata.org>
- Information:**
 - You have unapproved corrections.**
- News:**
 - Are you listed?** (with an image of a cargo plane)
 - Cargo & DGR TRAINING** (with an image of a globe)
 - Find out the latest industry news in Airlines International. Go to: www.iata.org/pressroom/airlines-international/august-2011/Paper/index.aspx

7.1 Agent List



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

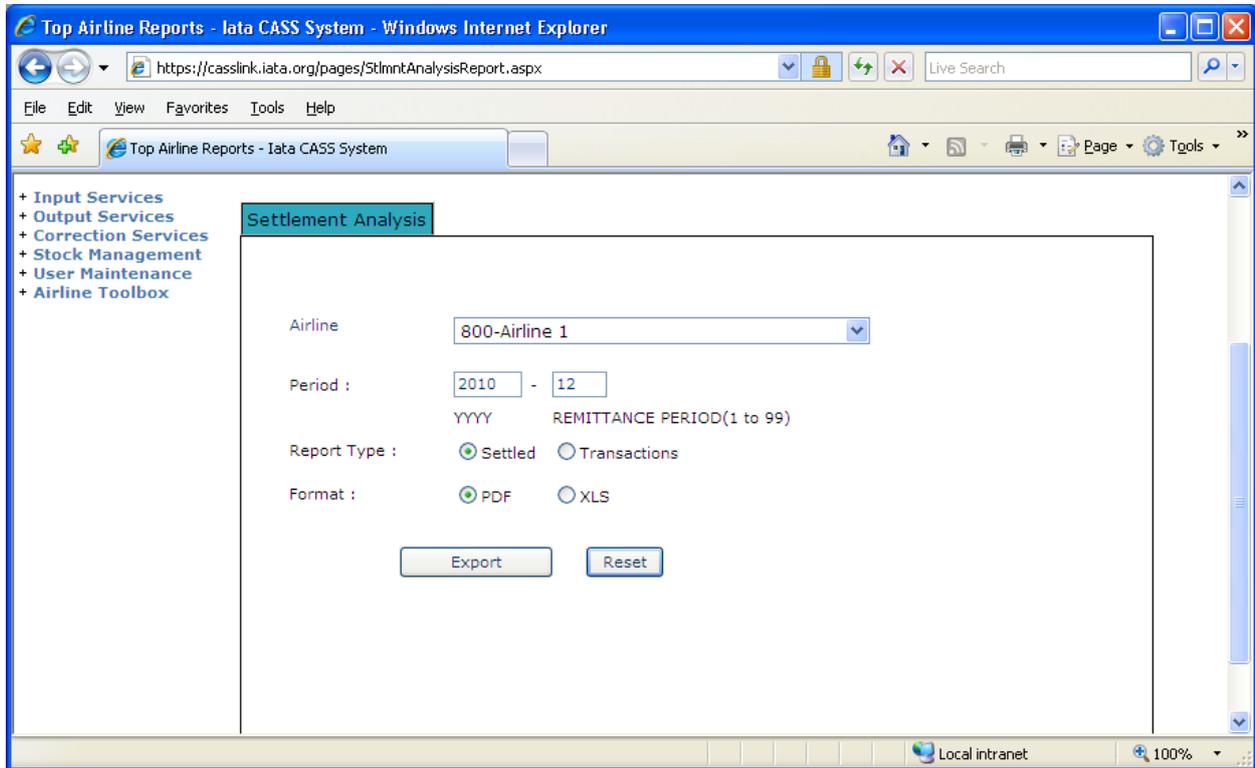
This xls report will be emailed to the User’s email address in a zip folder.

The Agent List details include:

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

7.2 Settlement Analysis Reports

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



The two reports available are:

- Settled
- Transactions

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

The Period is the “end Period”, with the reports comparing this Period with previous Periods.

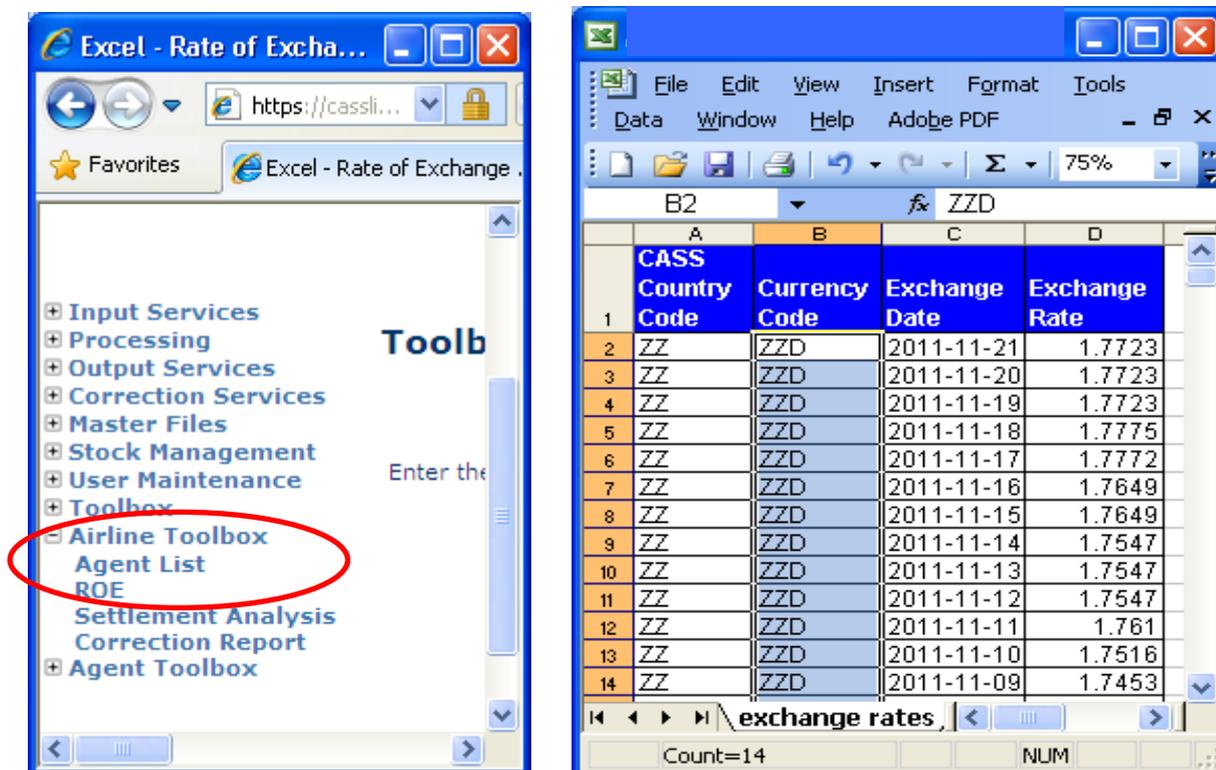
7.3 ROE (Rate of Exchange) Report

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

Toolbox - Excel - Rate of Exchange - Export

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

From: To:



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

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

8. Stock Management

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

8.1 Stock Management Fact Sheet

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?

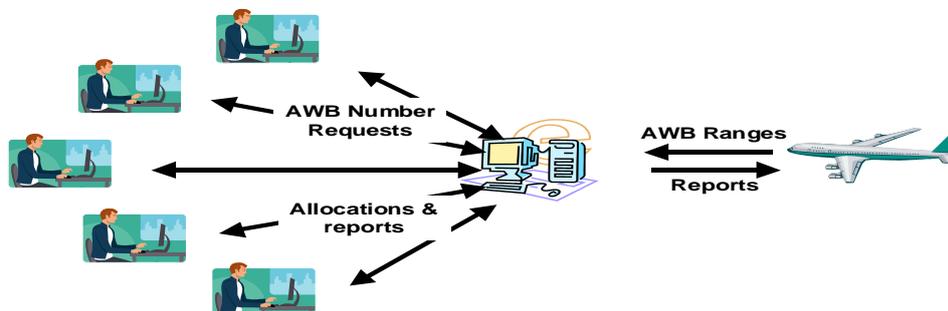
If the answer is YES, then the CASSLink Stock Management system is your solution

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"

Glossary of Terms

Agent	IATA Accredited Cargo Agent (Freight Forwarder)
AWB	Air Waybill - the document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
Billing Period	The Period for which AWB documents are being processed in CASS. There may be one or two Billing Periods for a single Remittance Period
CASS	Cargo Accounts Settlement System
CASS Associate	Freight Forwarder sponsored by a CASS Airline to join the CASS program
CASSLink	Global processing system used by IATA for processing Airline billing documents.
CCA	Charges Correction Advice - the document used for the notification of changes to the transportation charges and/or other charges and/or the method of payment.
Charges Collect	Equivalent to the term 'freight collect' or 'charges forward', means the charges entered on the Air Waybill for collection from the consignee.
Correction document	See CCA or DCM
Correction Period	An additional processing Period used to correct documents in a previous Billing Period. Only Correction documents (CCA, DCM or Online Correction) are processed in a Correction Period
DCM	Debit Credit Memo – Correction document used to amend Net/Net sales
Remittance	Payment by Agents to CASS for payment of CASS Billing of AWB's, CCA's & DCM's
Reporting Timetable	Timetable of events usually published by CASS before the start of a new year to identify key dates for report production, Agent remittance and Airline settlement.
SCU	Standard Charging Unit ie. AWB or correction document processed in CASS
Settlement	Payment to Airlines by CASS
Upload	The process used by Airlines to enter electronic billing files into CASSLink each Billing Period
Username	Log-in identification to access CASSLink

Appendix A – AWB Data Capture Software

CASS AWB Data Capture Software

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

This software is free.

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

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

Appendix B – Frequently Asked Questions

Question	Answer
What is the CASSLink website address?	https://casmlink.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 credit refund to you. Alternatively, go to Correction Services and request a credit online. The Airline will then Accept or Reject your request in CASSLink, or action your request via a CCA or DCM.
I want to receive one single report for all my Agency locations, not a report for each individual location. Can I get this?	Yes. The Local Customer Service Center can arrange for your reports to be "consolidated" into a single report.
I currently have remittance payments deducted from our account as individual amounts for each of my Branches, but I only want one direct debit payment for all my locations. Can this be arranged?	Yes, as above, your Local Customer Service Center can "consolidate" your reports and your Remittance payment to a single payment amount.
I have done a search in AWB History does not display anything. Why?	There may be a number of reasons. Either the AWB: has not been billed;

	<p>you are not entering the correct details – AWB serial Number, Airline or Agent code</p> <p>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.</p> <p>Your Local Customer Service Center can advise you on this matter.</p>
How do I find out if a credit for an AWB has been processed by the Airline?	Use AWB History in Output Services to search for the AWB Serial Number. This search will list all documents processed and show the actual total amount paid by the Agent for the AWB to date, subject to the document being processed within the “storage period.”
An Airline has loaded a Correction Document, but it has gone into the next Billing Period. Why isn’t it going to run in the Correction Period?	All documents when loaded are “flagged” to be processed in the next scheduled Billing Period. A Correction Period is not a Billing Period. At the commencement of a Correction Period, all correction documents that are eligible to be processed are “stripped” from the Billing period and placed into the Correction Period for processing.
What do the 2-letter codes on the CASSLink Invoice/Adjustment report mean?	<p>AD - Add Record (used of CCR/DCR record line)</p> <p>DL - Deletion Record (used for CCO/CCO record line)</p> <p>NC - No Commission paid on Weight/Valuation Charge</p> <p>LT - Late Submission (AWB Execution Date in previous Billing Period)</p> <p>SR - Service AWB (system will process the shipment even if no weight charge is shown)</p> <p>VD - Voided AWB</p>
When a Correction is loaded, when will it be processed?	When a correction is loaded by file or Accepted online, it will be processed in the next Processing, either a Billing or Correction Period processing
In the View Correction screen, when a Correction is Pending, why isn’t there a “Reject” option at the bottom of the screen like there is an Accept option?	To Reject a correction, the Airline must enter a Reason for rejection, which requires the User to open the Pending correction using the “show” button.
Why do some CASS Invoices show Discount, while others say Incentive, Rebate or other term?	<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.</p> <p>The reason why different terms are used is based on Legal definition or market requirement.</p>

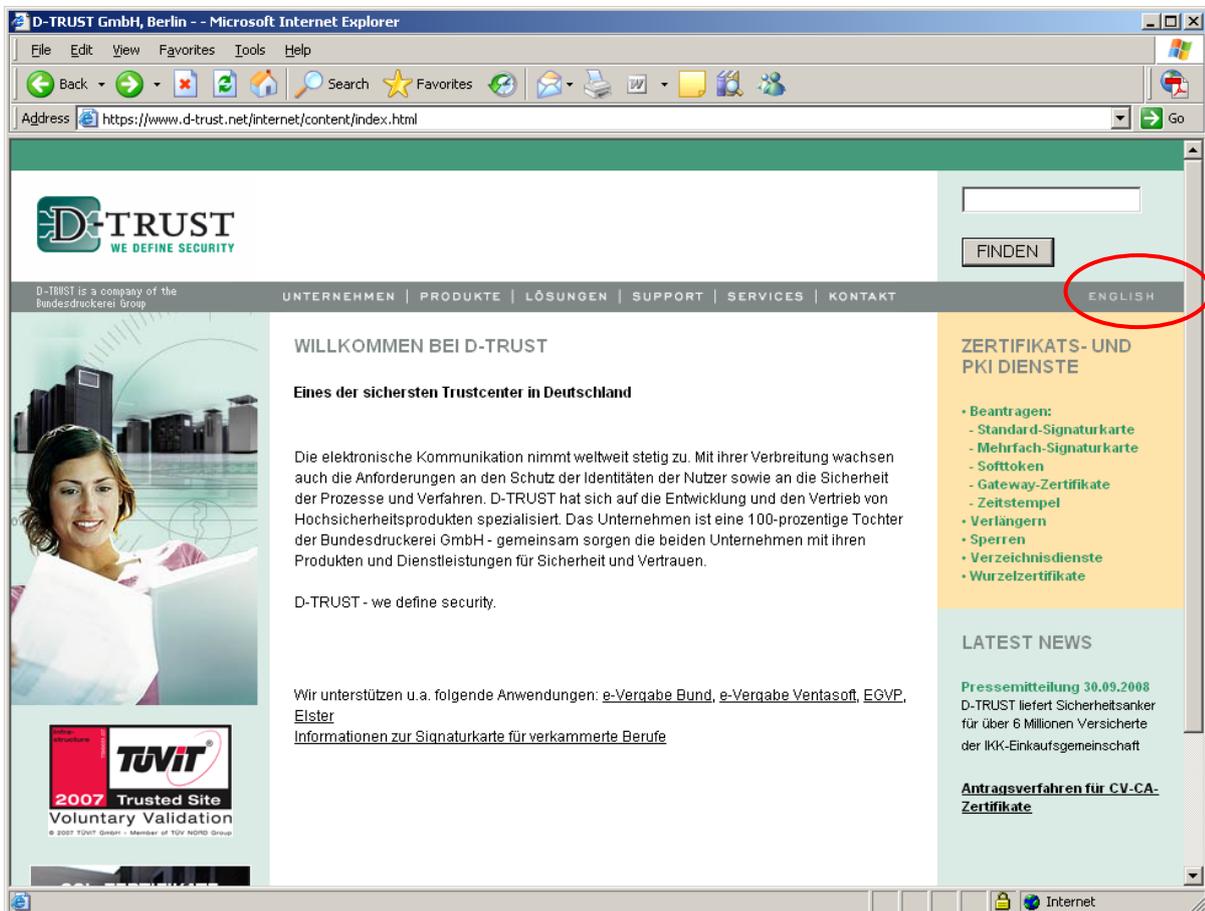
Appendix C – Trust Certificates

Loading Trust Certificates Into Your Adobe Viewer Application

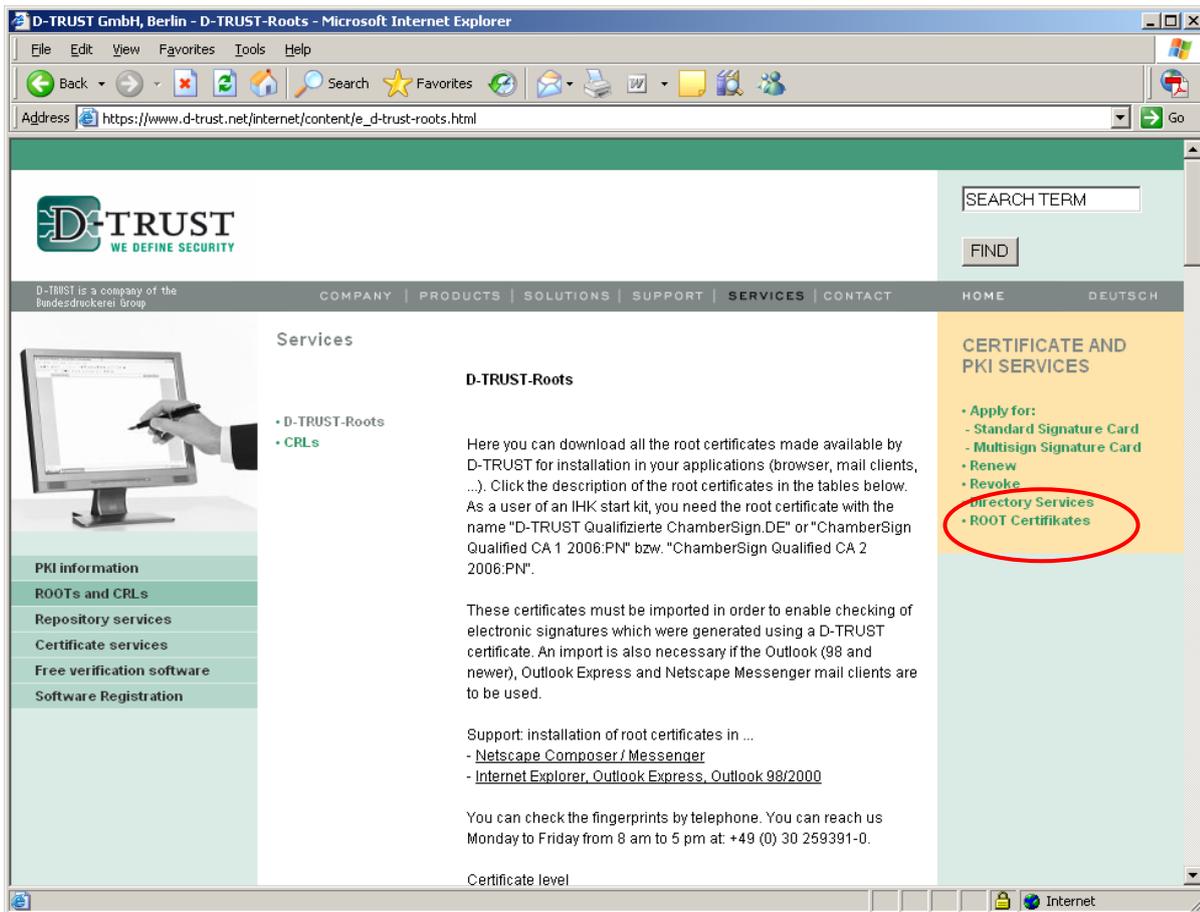
For a number of EU countries, it is a requirement of EU Directive 115 that all CASSLink invoices be digitally signed. The following instructions allow invoice recipients to verify the signatures embedded in the CASSLink PDF Invoice documents. Signature verification requires Adobe Reader version 8.0 or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

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

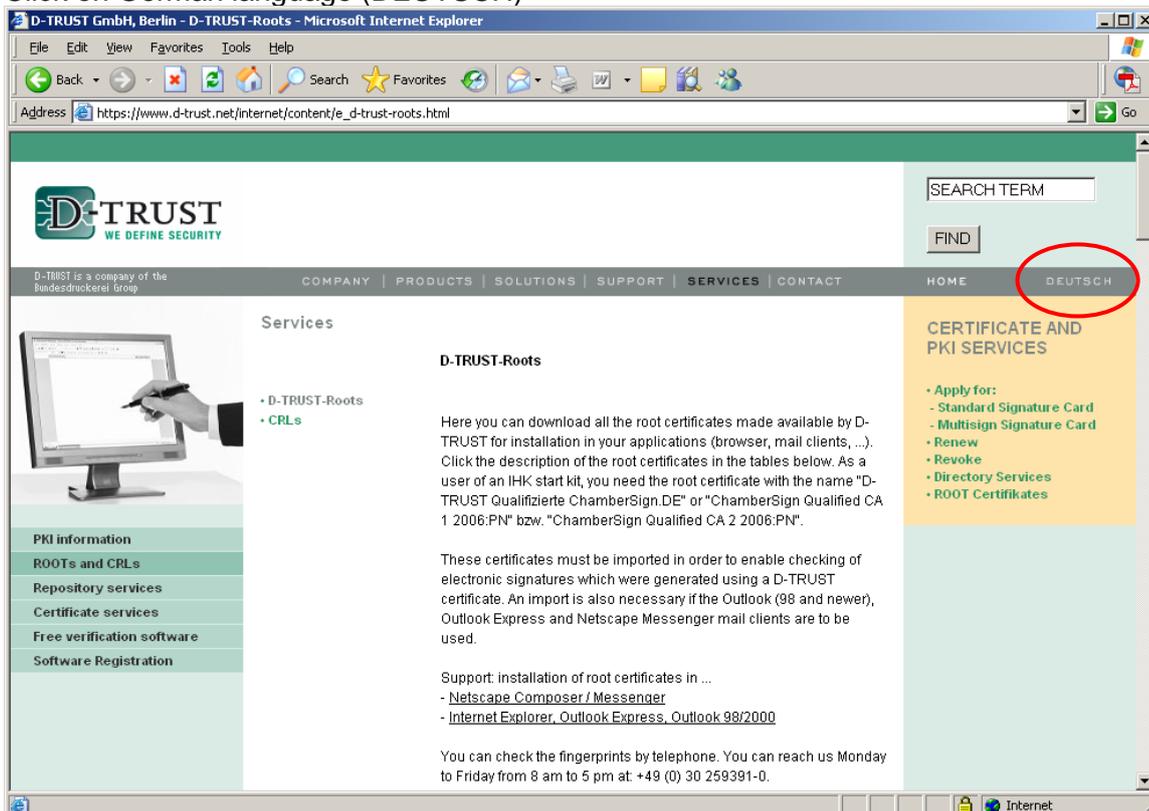
Choose the English language (top right hand corner)



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



Click on German language (DEUTSCH)



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

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

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

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

Akkreditierte Zertifikate

[D-TRUST akr_2007_ca1 1:PN](#) (Größe: 1214 Bytes)

[D-TRUST akr_2007_cr11 1:PN](#) (Größe: 1212 Bytes)

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

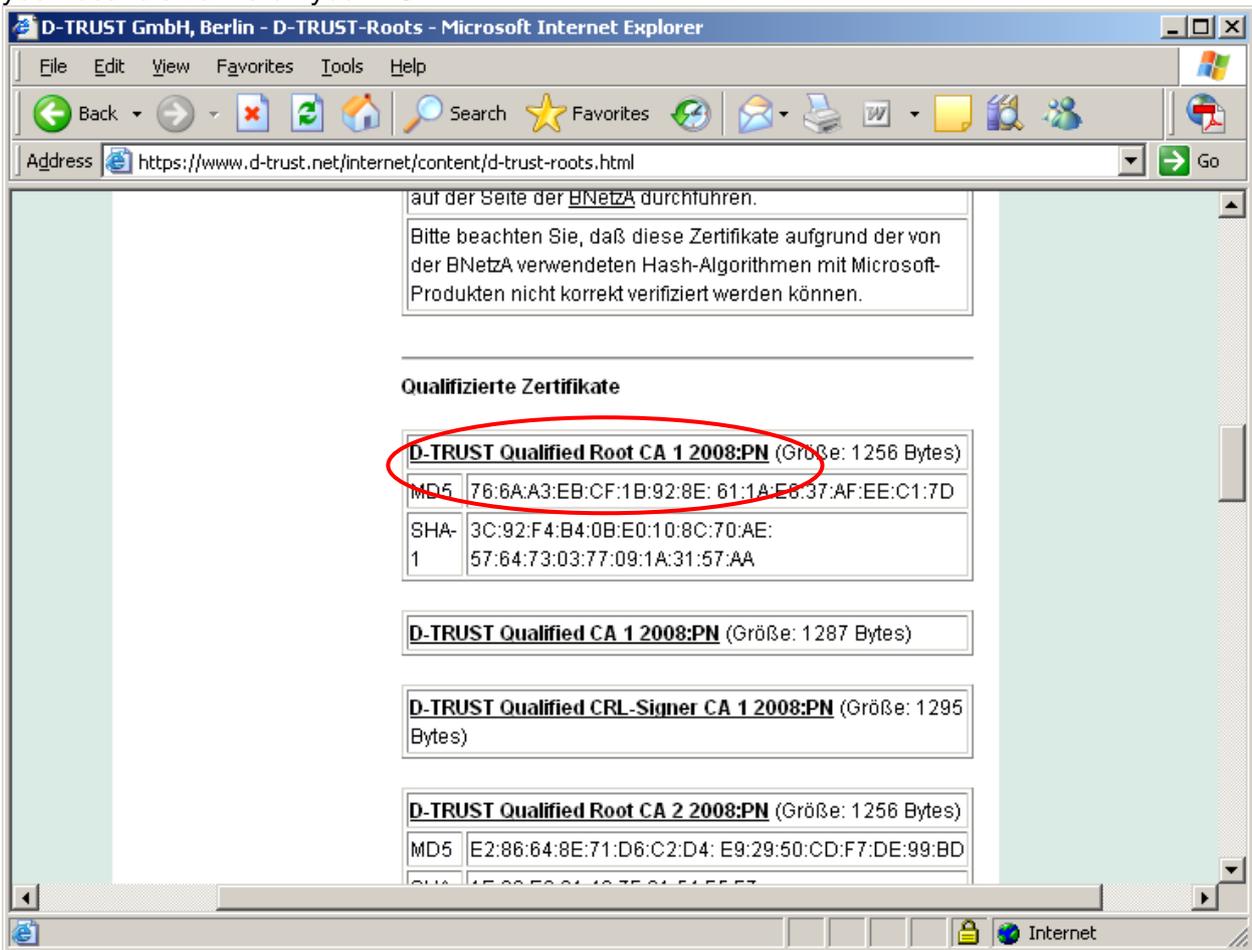
Bitte beachten Sie, daß diese Zertifikate aufgrund der von der BNetzA verwendeten Hash-Algorithmen mit Microsoft-Produkten nicht korrekt verifiziert werden können.

Qualifizierte Zertifikate

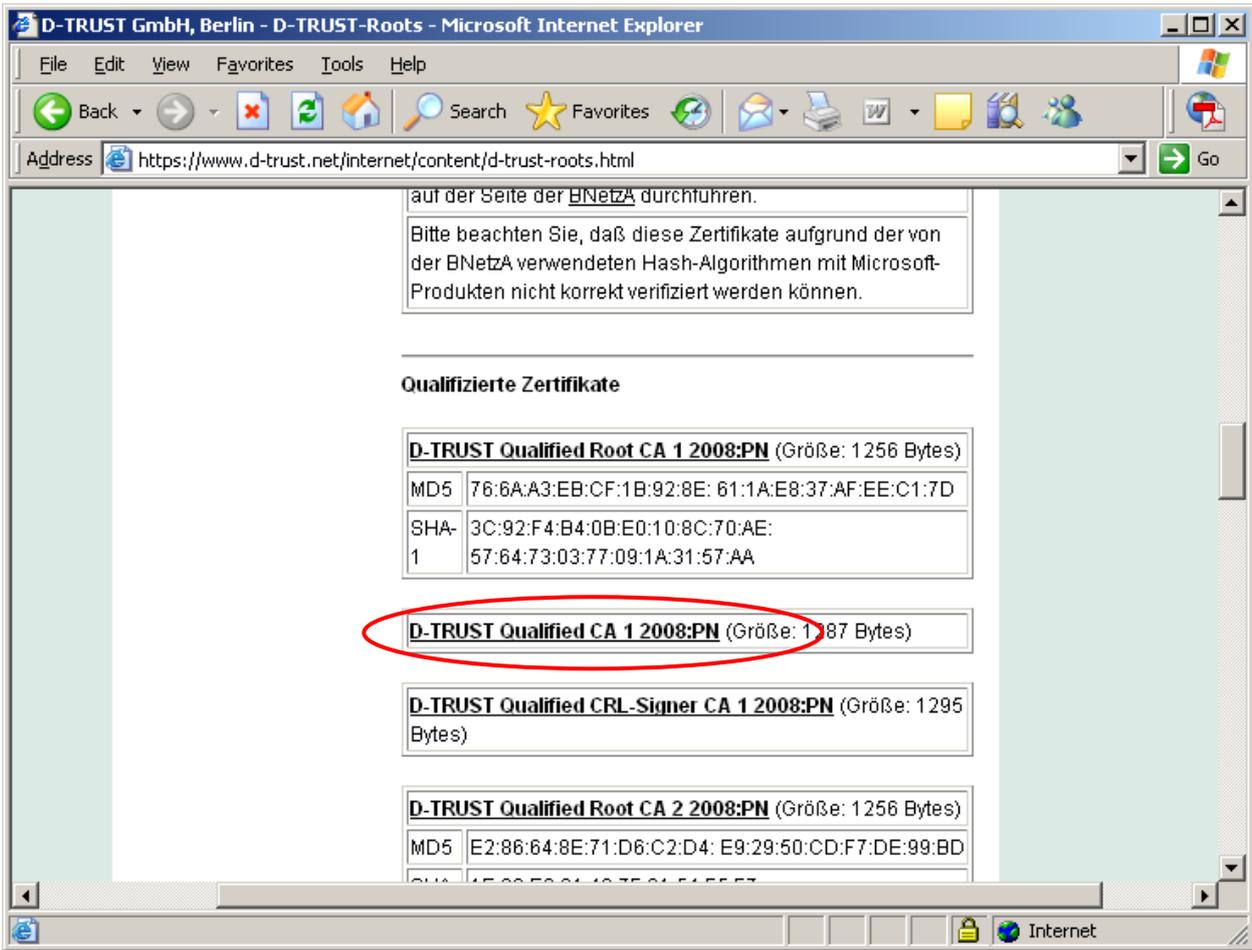
D-TRUST Qualified Root CA 1 2008:PN (Größe: 1256 Bytes)	
MD5	76:6A:A3:EB:CF:1B:92:8E: 61:1A:E8:37:AF:EE:C1:7D
SHA-1	3C:92:F4:B4:0B:E0:10:8C:70:AE: 57:64:73:03:77:09:1A:31:57:AA

[D-TRUST Qualified CA 1 2008:PN](#) (Größe: 1287 Bytes)

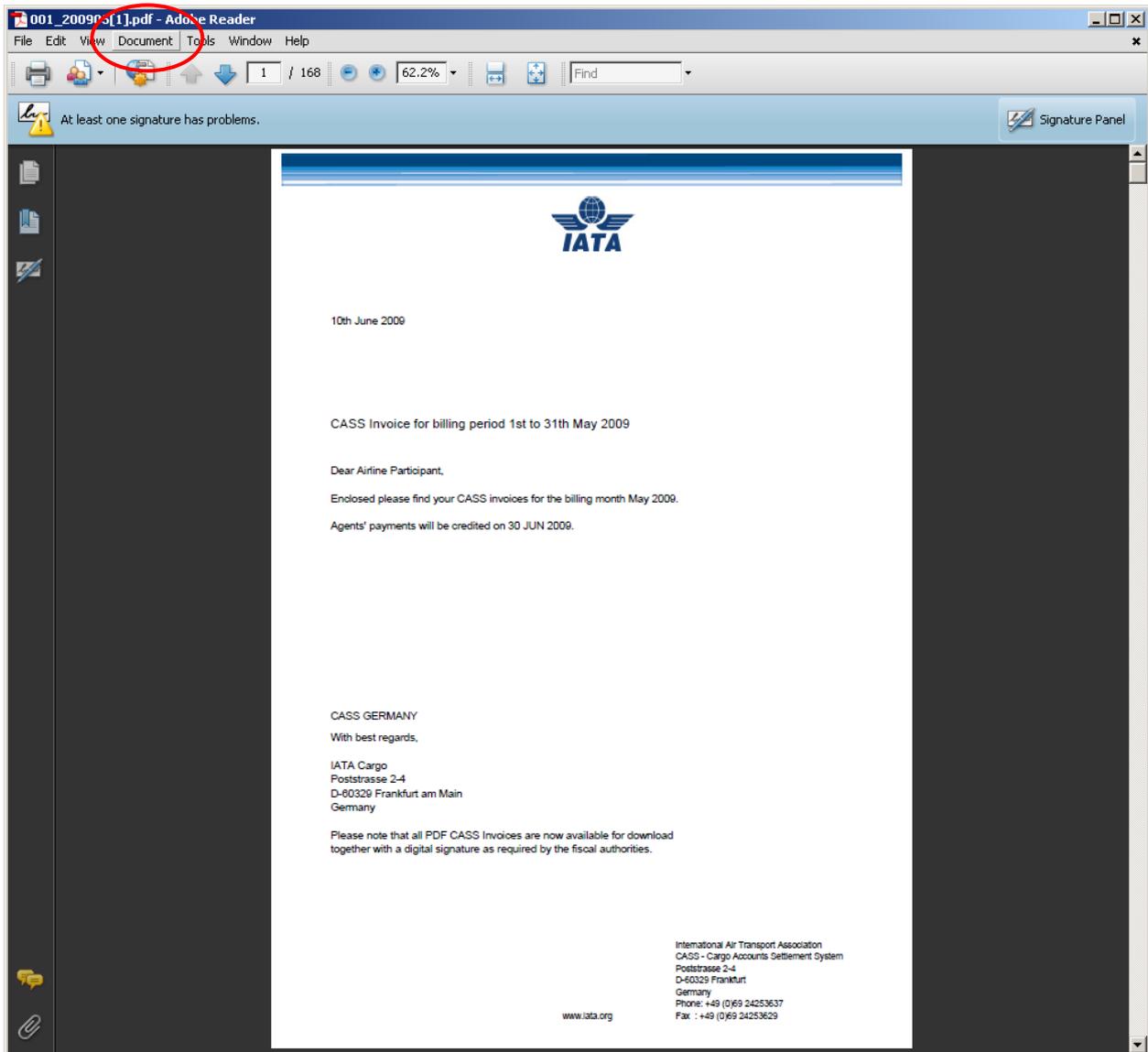
Click on the “D-TRUST Qualified Root CA 1 2008:PN” link to download the certificate and save to your local disk drive on your PC



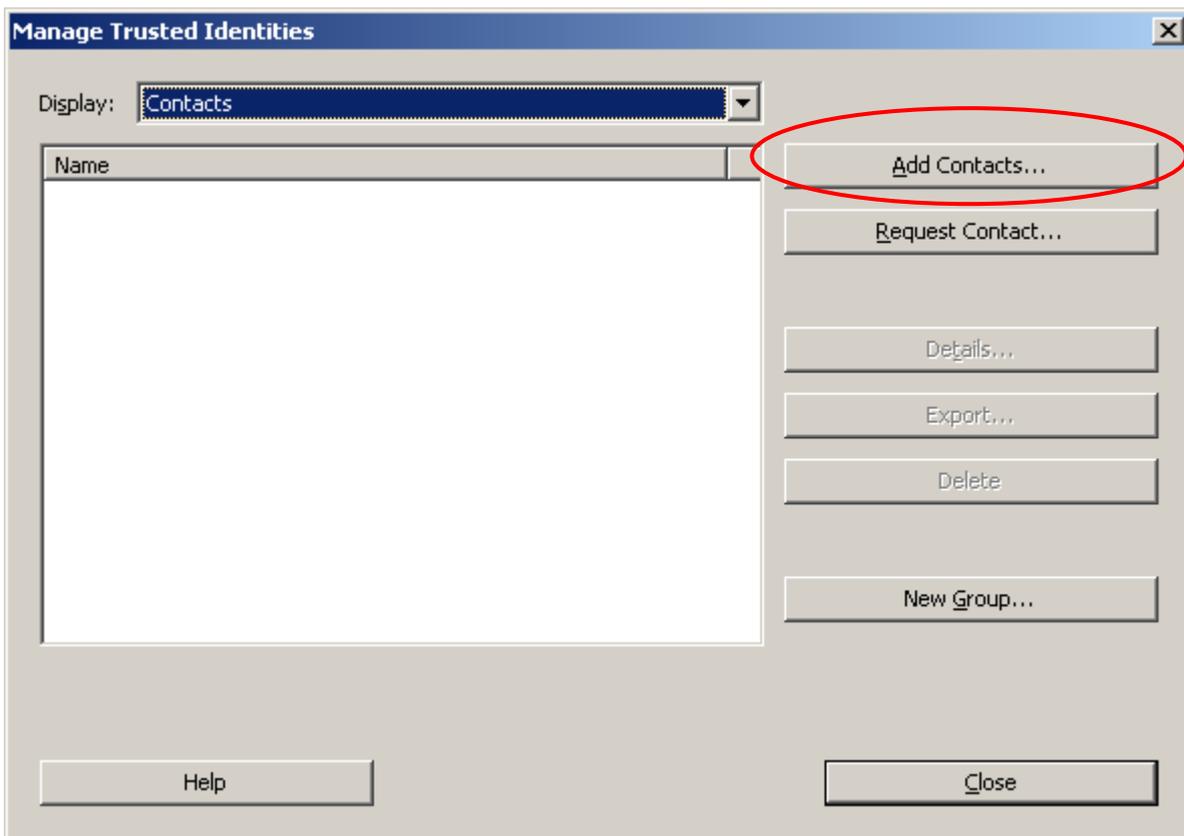
Click on the “**D-TRUST Qualified CA 1 2008:PN**” link to download the certificate and save to your local disk drive on your PC



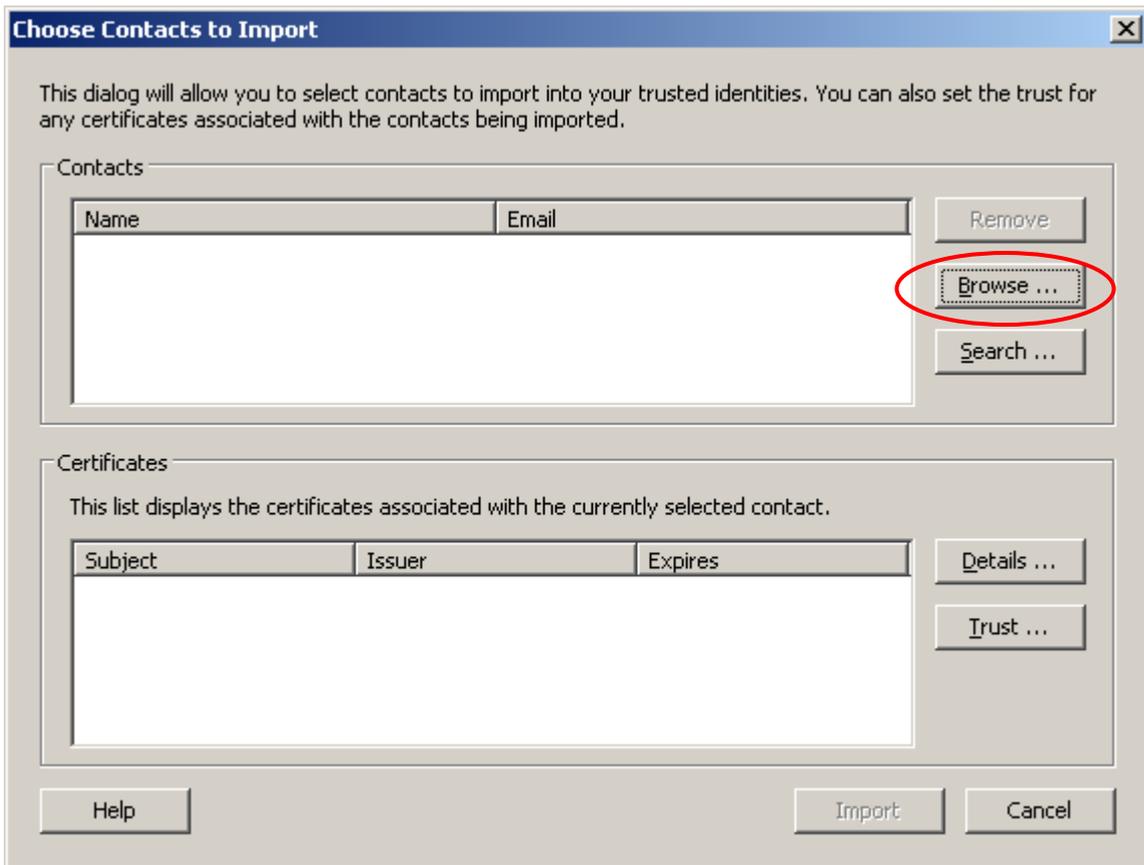
Within the Adobe Viewer (open your signed PDF document), from the main menu along the top of the window, select “Document – Managed Trusted Identities...”



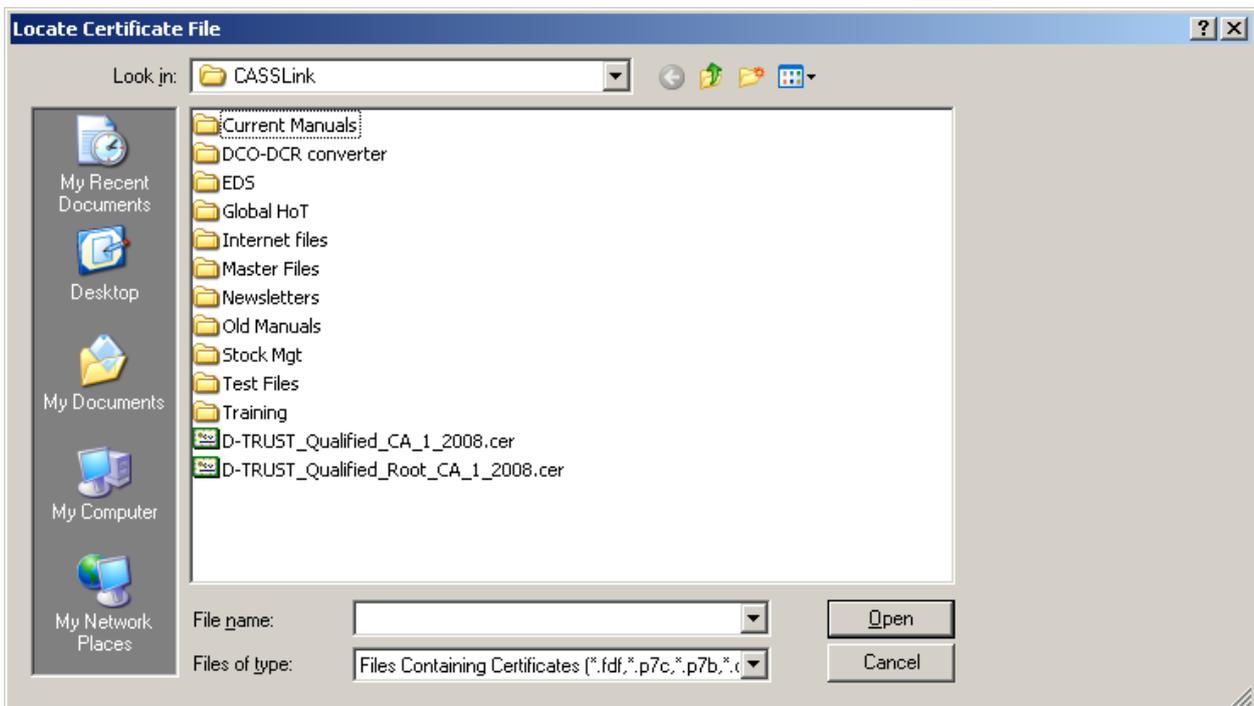
Click on the “Add Contacts...” button



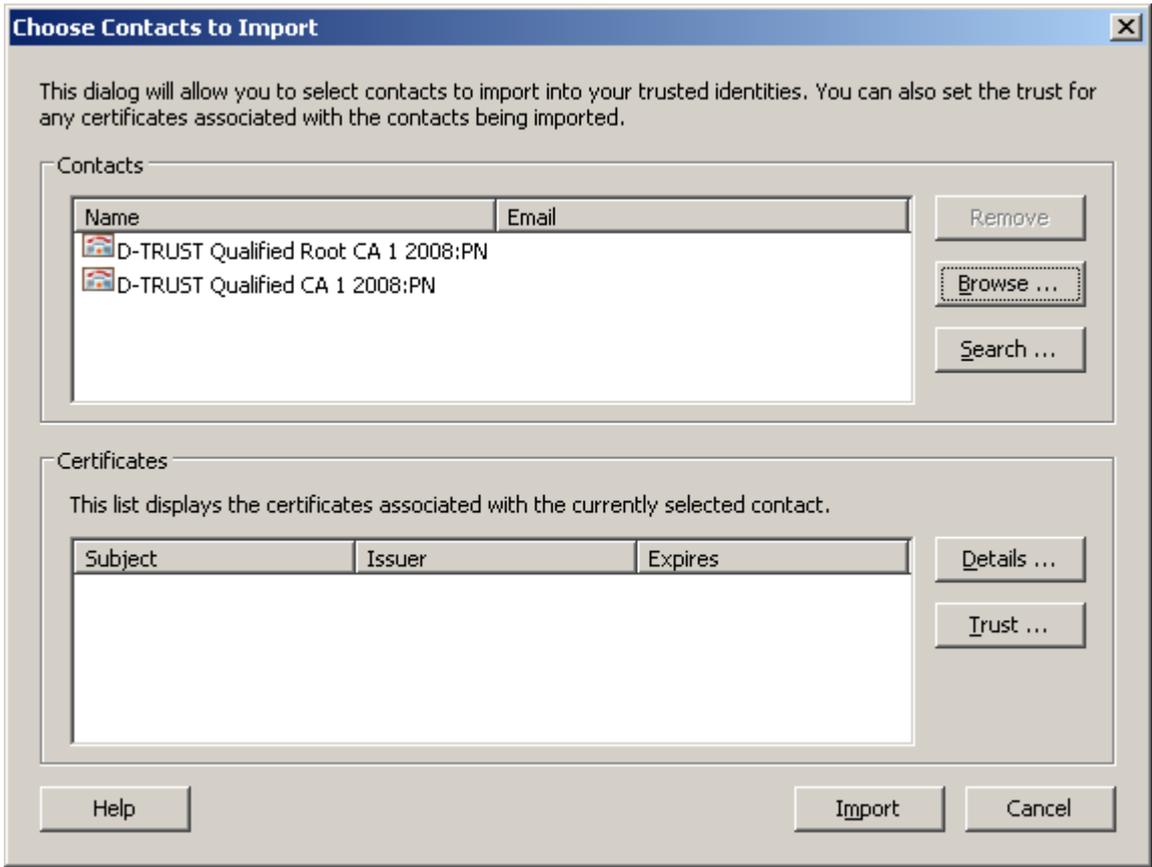
Click on the “Browse...” button



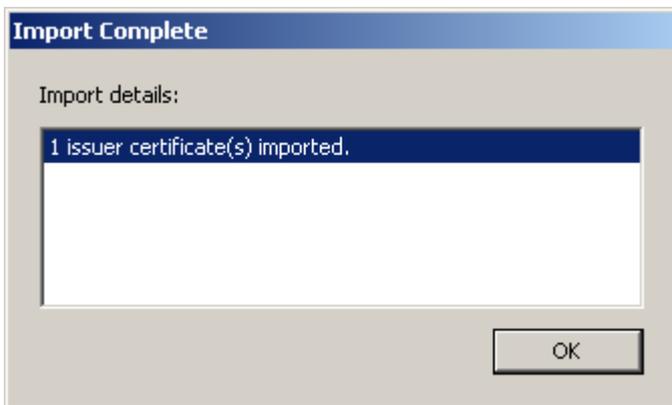
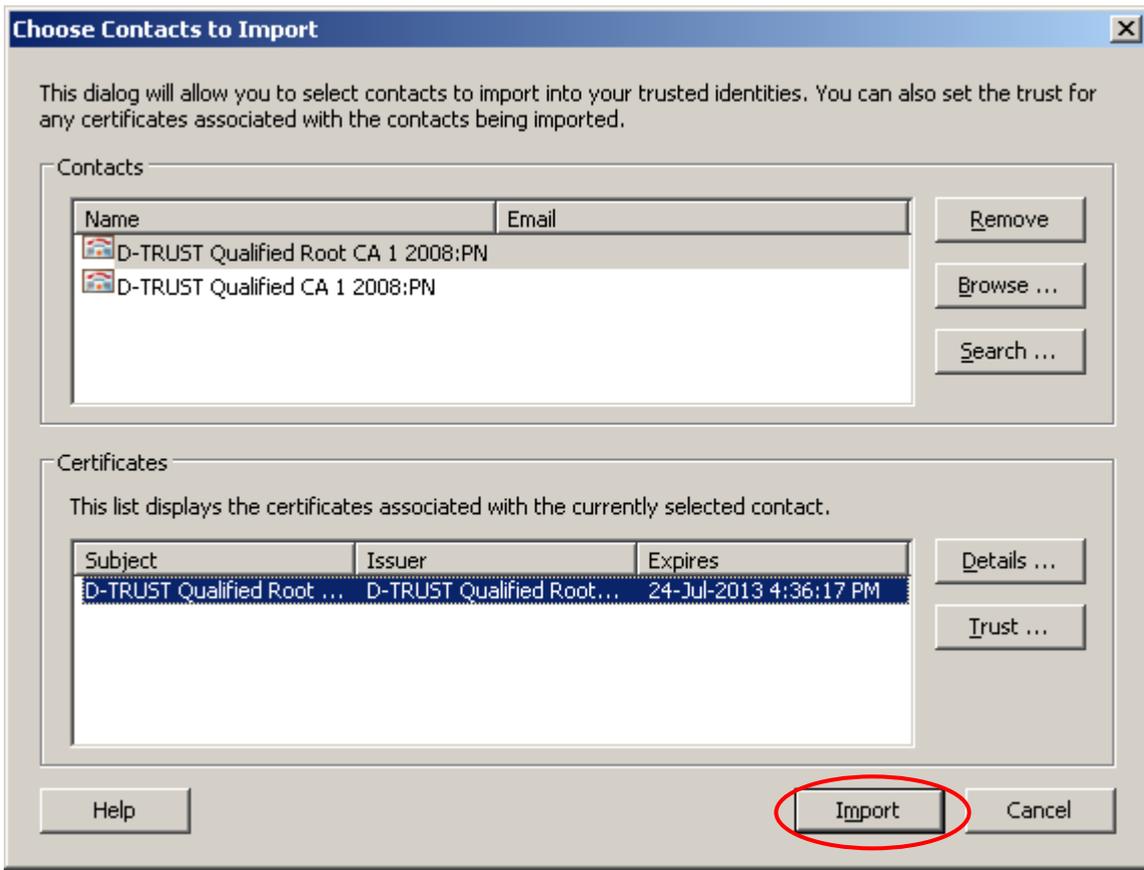
Browse to the location where the certificate files were saved to on your local disk drive



Select D-TRUST_Qualified_Root_CA_1_2008.cer and click on the “Open” button. Then repeat for D-TRUST_Qualified_CA_1_2008.cer.
There are now two Certificates in the Contacts box.

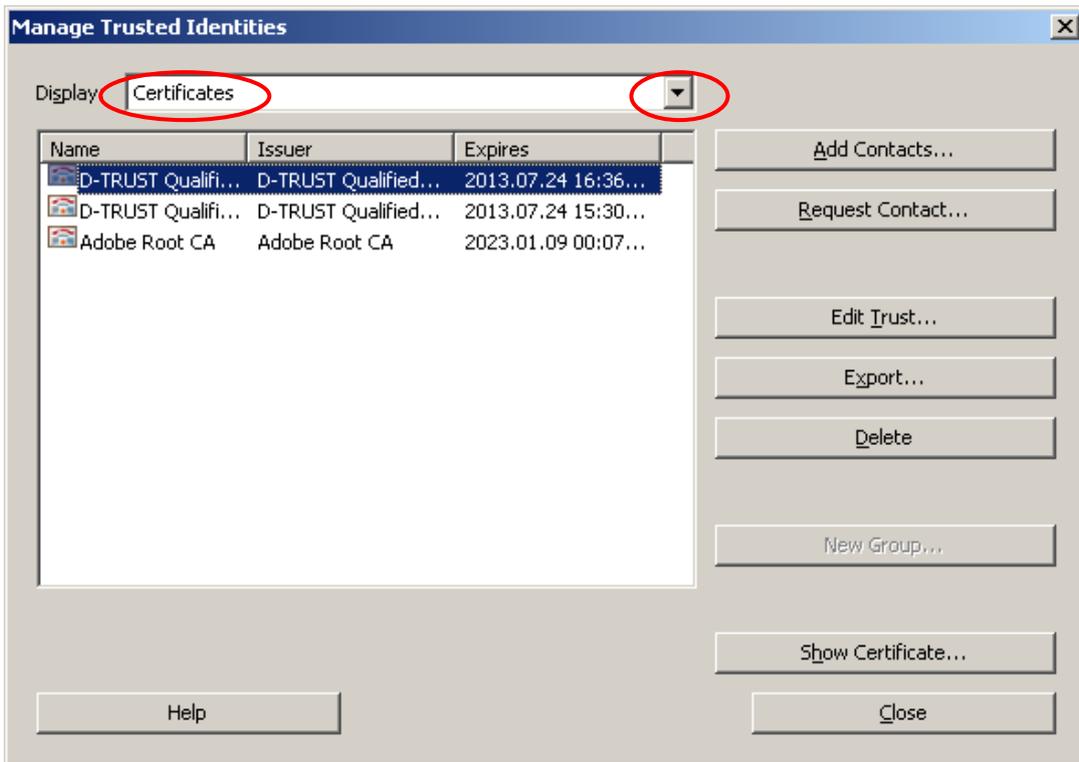


Select the entry in the Contacts pane and then click on the “Import” button

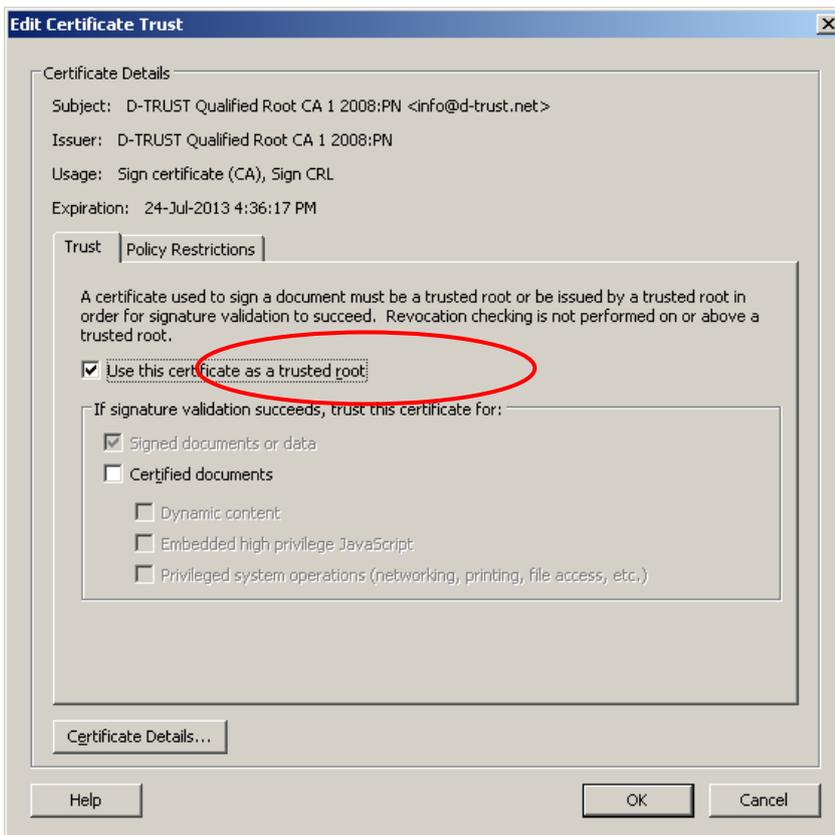


Repeat for the second of the certificate files saved to your local disk drive

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



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



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



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

