



CASSLink – Agent Frequently Asked Questions

Q. What is the CASSLink website address?

A. <https://casslink.iata.org>. Don't forget the https, as this is a link to a secure website.

Q. I don't have access to CASSLink?

A. 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 local Cargo Manager to get connected to CASSLink.

Q. I have forgotten my password, can you tell me what it is?

A. CASS staff cannot see what your password is. They can reset and create a new password for you, but cannot see the current one.

Q. I didn't get my report. Can you resend them to me?

A. No. All Agents have access to CASSLink and can login at any time and retrieve any reports that you didn't receive.

Q. I have many branches/locations. Can I see their output using a single login?

A. CASS can link a single Username login to all your CASS locations. Contact your local Cargo office to enable these links.

Q. What reports are available?

A. 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 local Cargo office to activate the HOT or XLS report options (there may be a charge for these additional reports).

- Q. We have been billed the wrong amount for an AWB. Please process a credit?**
- A. Your local Cargo office cannot process a billing correction to an Airline document. Only the Airline can process a credit refund to you. Alternatively, go to Correction Services and request a credit online (if that Airline accepts Online Corrections). The Airline will then Accept or Reject your request in *CASSLink*, or action your credit request via a CCA or DCM.
- Q. I want to receive one single report for all my Agency locations, not a report for each individual location. Can I get this?**
- A. Yes. Your Cargo Manager can arrange for your reports to be “consolidated” into a single report. This will also consolidate your remittance amount (see below).
- Q. 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?**
- A. Yes, as above, your Cargo Manager can “consolidate” your reports and your Remittance payment to a single payment amount.
- Q. I have done an AWB search in *CASSLink* and AWB History does not display anything. Why?**
- A. There may be a number of reasons. Either the AWB:
- has not been billed;
 - you are not entering the correct details – AWB serial Number, Airline or Agent code; or
 - the AWB was not billed during the current “Storage Period” set by your Cargo Manager. This Storage Period could be as little as 1 month or as much as 2 years. Your Cargo Manager can advise you on this matter.
- Q. How do I find out if a credit for an AWB has been processed by the Airline?**
- A. 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.”
- Q. What do the 2-letter codes on the *CASSLink* Invoice/Billing Statement mean?**
- A. **AD** - Add Record (used of CCR/DCR record line)
DL - Deletion Record (used for CCO/CCO record line)
NC - No Commission paid on Weight/Valuation Charge
LT - Late Submission (AWB Execution Date in previous Billing Period)
SR - Service AWB (system will process the shipment even if no weight charge is shown)
VD - Voided AWB