



CASSLink – Airline 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 have forgotten my password, can you tell me what it is?

A. CASS/Cargo office 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 have loaded my billing file and it has the wrong header or period end dates. Will it be processed? How do I find it to "Load" it after Validation?

A. Yes. CASSLink does not process documents based on the file Header Record. Documents are processed based on the Execution Date of the AWB. If you cannot find the file you have loaded, change the search dates to include the Header date. Then the Validated file can be viewed and Loaded.

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

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

Q. My Head Office wants access to CASSLink reports in other countries. Can they access my output from their Username login?

A. Yes. One of the features of CASSLink is that it is a global system. Airline Head Offices can have access to their reports worldwide. Contact your Cargo Manager to arrange 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 Cargo Manager to activate the HOT or XLS report options.

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