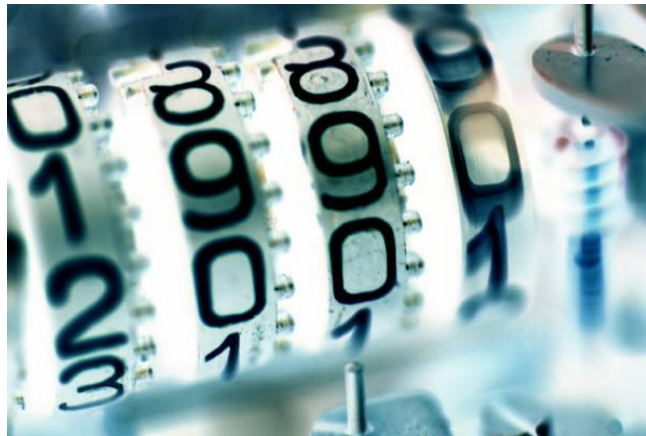




“CASSLink AWB Stock Management System”



Agent User Manual

Version 3.0

CASSLink Stock Management

Table of Contents

1. Overview	3
1.1 Introduction.....	3
1.2 Key Features	3
2. Roles & Responsibilities.....	4
2.1 What role does CASS play?	4
2.2 What does the Airline control?	4
2.3 What does the Agent need to do?	4
3. Activation	5
3.1 Agent Master File	5
3.2 Agent / Airline Relationships.....	7
3.3 Agent Stock Allocation Overview.....	8
3.4 Agent Stock Allocation Details.....	9
4. Agent Allocation Requests	11
4.1 Agents Requesting Stock	11
4.2 Stock Email	14
5. Agent VOID Requests.....	16
5.1 Agent Relations – Request Void.....	16
9. Frequently Asked Questions	20

1. Overview

1.1 Introduction

Fully integrated within *CASSLink*, the “*CASSLink* AWB Stock Management System” simplifies the process of Airline issuance of Neutral numbers to forwarders.

On-line and linked to the file upload mechanism, providing operational stock allocation information.

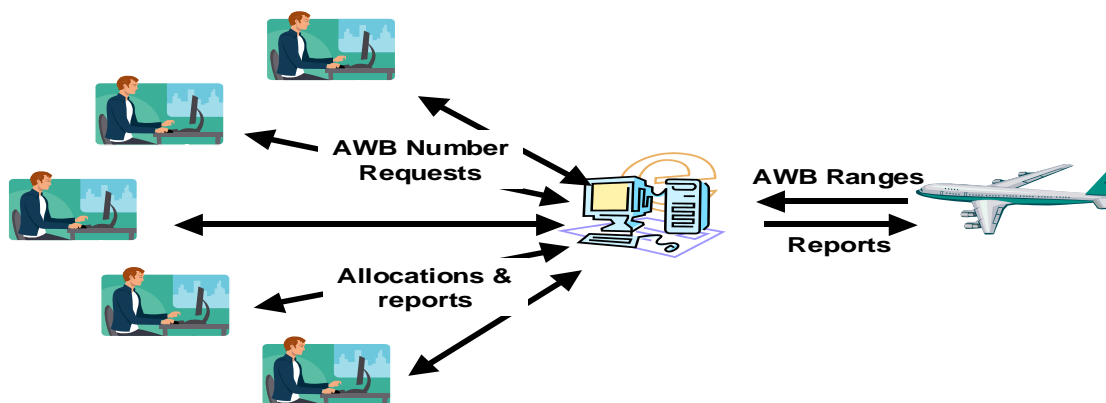
Carriers also have the option to provide global number ranges.

The *CASSLink* AWB Stock Management System is provided as a value added service to Airlines and their Agents.

1.2 Key Features

- 1 Carrier defined allocation relationships for each agent
- 2 On-line dynamic reporting
- 3 Agent on-line number request and allocation
- 4 Auto generated allocation messages to agents and airlines
- 5 Agent branch or consolidated allocation option
- 6 Low stock warnings
- 7 Targeted audit of non processed AWBs

***CASSLink* AWB Stock Management System**



2. Roles & Responsibilities

2.1 What role does CASS play?

- 1 The CASS Manager activates the Stock Management option in Master Files for both Agents and Airlines.
- 2 Enters email contact details for Stock airlines and agents
- 3 Enters Master File options for Airlines and Agents to receive XML Stock Messages

2.2 What does the Airline control?

The Airline will enter and control:

- 1 Entry of the AWB Serial number range – Normal & Express ranges
- 2 Range Expiry Date
- 3 Allocation of stock to individual agents
- 4 Number of serial numbers to be allocated to the agent
- 5 Maximum number of Unused AWBs allowed
- 6 Advise email contact details (up to 3) to the Cargo Manager for stock allocation notifications
- 7 Advise whether XLS Stock Messages are required

2.3 What does the Agent need to do?

- 1 Advise the Cargo Manager if they require “Consolidated Allocation”.
- 2 Advise email contact details (up to 3) to the Cargo Manager for stock allocation notifications.
- 3 The agent will request AWB Stock where the Airline has entered a “Standard Allocation” to the agent.
- 4 The agent can accept or reject the allocation of numbers from the system.
- 5 Will only be allowed to accept AWB Serial numbers up to their maximum allowable unused limit (Max Unused).
- 6 Use allocated Stock numbers in sequence wherever possible
- 7 Advise whether XLS Stock Messages are required

3. Activation

3.1 Agent Master File

The CASS Manager can set up agents in the Stock Management system in a new TAB - Stock Management in the Agent Master Files.

Agents preferences iata CASS System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://casslink-test.iata.org/pages/agentpreferences.aspx> Go Links

User: Rod_Best CASS operation: AUSTRALIA Sign out Home Help

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

0239998 - 9992 HQ Test Freight Pty Ltd New Save Delete

Office Address	Additional Address	Options	Local Setup	Stock Management	Financial	Memo
<div>Stock Management <input checked="" type="checkbox"/></div> <div>Consolidated Allocation <input type="checkbox"/></div> <div>Stock Email <input type="text" value="bestr@iata.org"/></div> <div><input type="text" value="casslinkgva@iata.org"/></div> <div><input type="text"/></div> <div>Rating <input type="checkbox"/></div> <div>Stock Email <input checked="" type="checkbox"/> XML Email</div>						

Local intranet

Stock Management	<p>Ticking this checkbox will activate the agent as a stock agent. A relationship will be created for all stock airlines (see below).</p> <p>The relation will be created with a maximum of unused number of -1. This triggers an operational message on the LOGIN home page to the stock airlines (and CASS Managers) alerting that there are “There are Stock relations without details”.</p> <p>The airline or CASS Manager must edit the allocation relationship with the particular agent. When an Airline has resolved all agents allocations, the message “There are Stock relations without details” will disappear.</p>
Consolidated Allocation	By ticking this checkbox, only one stock agent can exist for a particular IATA code (generally the HQ location). All AWBs received from input files will be related to stocks from this agent code regardless of CASS code in file.
Stock Email	Up to 3 email addresses can be entered. They will receive all stock related messages regarding allocations, including XML messages when requested.
Rating	Used only in CNS
XML Email	Agents may elect to receive a XML attachment to the standard Stock Email addresses. This may be uploaded into the NAWB management or accounting systems.

3.2 Agent / Airline Relationships

This screen is available to Agents and CASS Managers and shows the relations between an Agent and all of the Stock airlines.

CASS Stock Agent Airline Relations - Microsoft Internet Explorer

Address: <https://casslink-test.iata.org/pages/StockAgentAirlineRelation.aspx>

User: AU_99989992 CASS operation: AUSTRALIA Sign out | Home | Help

+ Output Services
+ Correction Services
+ Stock Management
+ User Maintenance

Agent Stock Relations

Agent: 0239998 - 9992 HQ Test Freight Pty Ltd

Results:

Airline	Name	Std. Allocation	Unused	Expr. Allocation	Unused Expr.	Details	Request	Expr. Req.
126	P T GARUDA INDONESIA LIMITED	25	25			Details	Request	
218	AIR VANUATU (OPERATIONS) LIMITED	50	0			Details	Request	
971	ROYAL TONGAN AIRLINES LIMITED A.R.B.N. 087 667 678	40	40			Details	Request	
998	Utopian Airlines Ltd	25	44	6	6	Details	Request	Expr. Req.

XLS PDF

1. Agent – The agent is pre-selected if the user has only one agent assigned
2. The Airline table – lists all Stock airlines
3. Std. Allocation – Indicates the Standard Allocation to the Agent from each Stock Airline.
4. Unused – shows how many unused numbers (NORMAL or EXPRESS) are currently held for each airline. (Note: AWB's are only flagged as Used following input of Airline billing files have been loaded and Daily Processing completed.)
5. **Details** - of each allocation may be viewed in a table of allocations for the selected airline, see below.
6. The **Request** link will open a screen for allocation requests. Each Request will be individually validated. If the user accepts the system proposal, the numbers are allocated and various counters of unused numbers are updated and Allocation emails sent (see section 4.2).
7. **Expr. Req.** – Allows Agents to request Express Allocations where this option is available for the Airline and to the Agent.
8. The XLS button will create an excel overview of all the relations for the actual agent.
9. The PDF button will create the same in a printable PDF report format.

3.3 Agent Stock Allocation Overview

This screen is available to agents and shows allocation history.

Agent Stock Allocation Overview - Iata CASS System - Microsoft Internet Explorer

Address: <https://casslink-test.iata.org/pages/StockAllocationAgent.aspx?AgentId=84289&AirlineId=15413&Action=Agent>

User: AU_99989992 CASS operation: AUSTRALIA Sign out | Home | Help

+ Output Services
+ Correction Services
+ Stock Management
+ User Maintenance

Agent Stock Allocation Overview

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

☒ Show only open allocations

Showing page 1 of 1

Issue Date	From	To	Expiry Date	Express	Unused	Closed	
2007-10-01 15:48	1334556-6	1334559-2	2007-12-31		4		Details
2007-09-26 16:45	9987655-6	9987660-4	2007-12-31	Y	6		Details
2007-09-12 09:20	1234618-0	1234632-0			15		Details
2007-07-26 03:48	1234593-3	1234617-6			25		Details

1

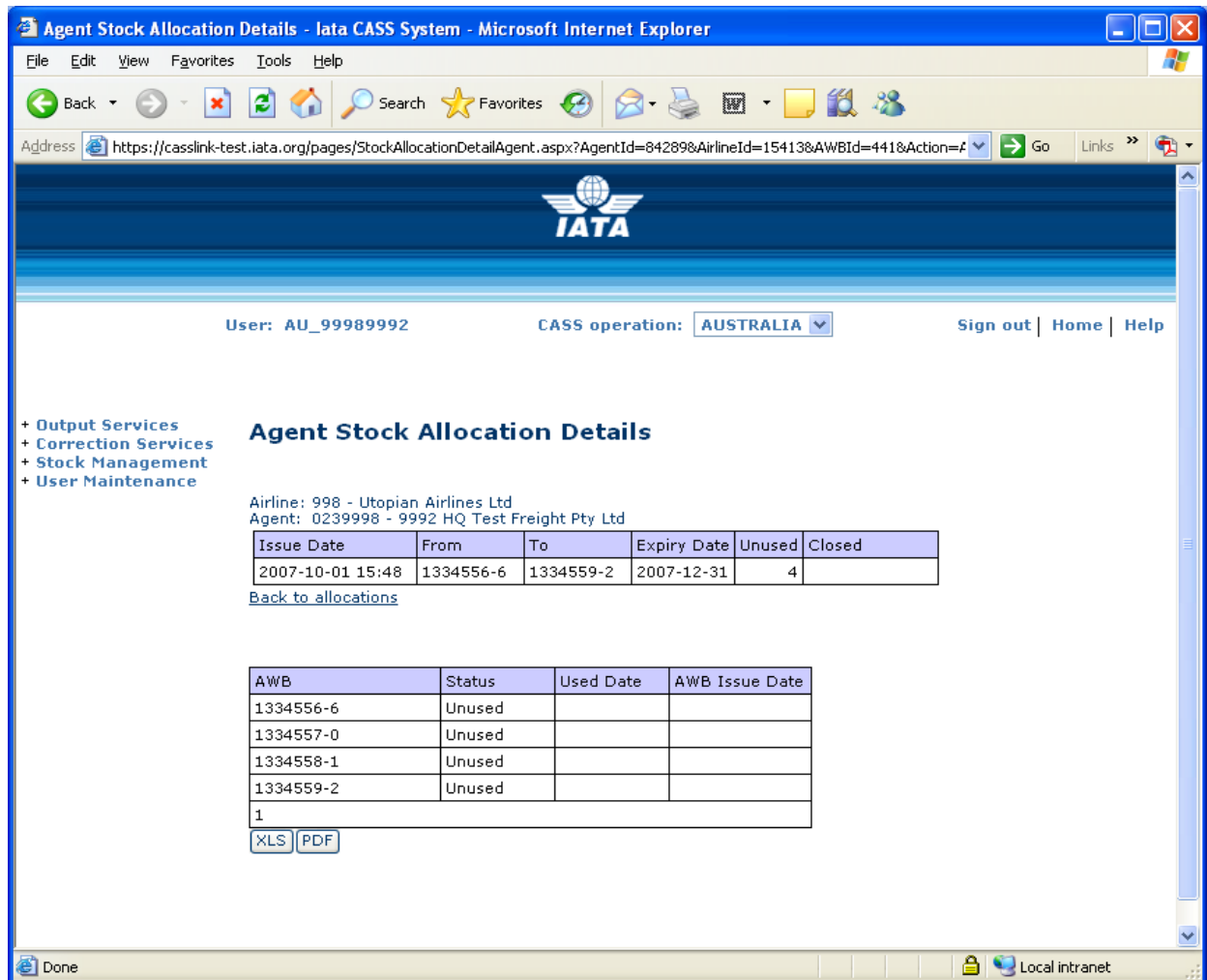
[XLS](#) [PDF](#)

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

- 1 By default only “open” allocations are shown. Unclicking the “Show only open allocations” will show all allocations.
- 2 By clicking the [Details](#) option a screen with information/status of each number within the allocation will be presented, (see 3.4 below).
- 3 The Expiry Date is the date set by the Airline for allocations for this AWB Range to automatically “Close”. Unless advised by the Airline, “Expired” AWB’s can still be used and billed through CASSLink.
- 4 The XLS button will create an excel overview of all the relations for the selected airline.
- 5 The PDF button will create the same overview in a printable PDF report format.

3.4 Agent Stock Allocation Details

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



The Agent Stock Allocation Details screen for each allocated number the following data:

- 1 AWB number
- 2 Status

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

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

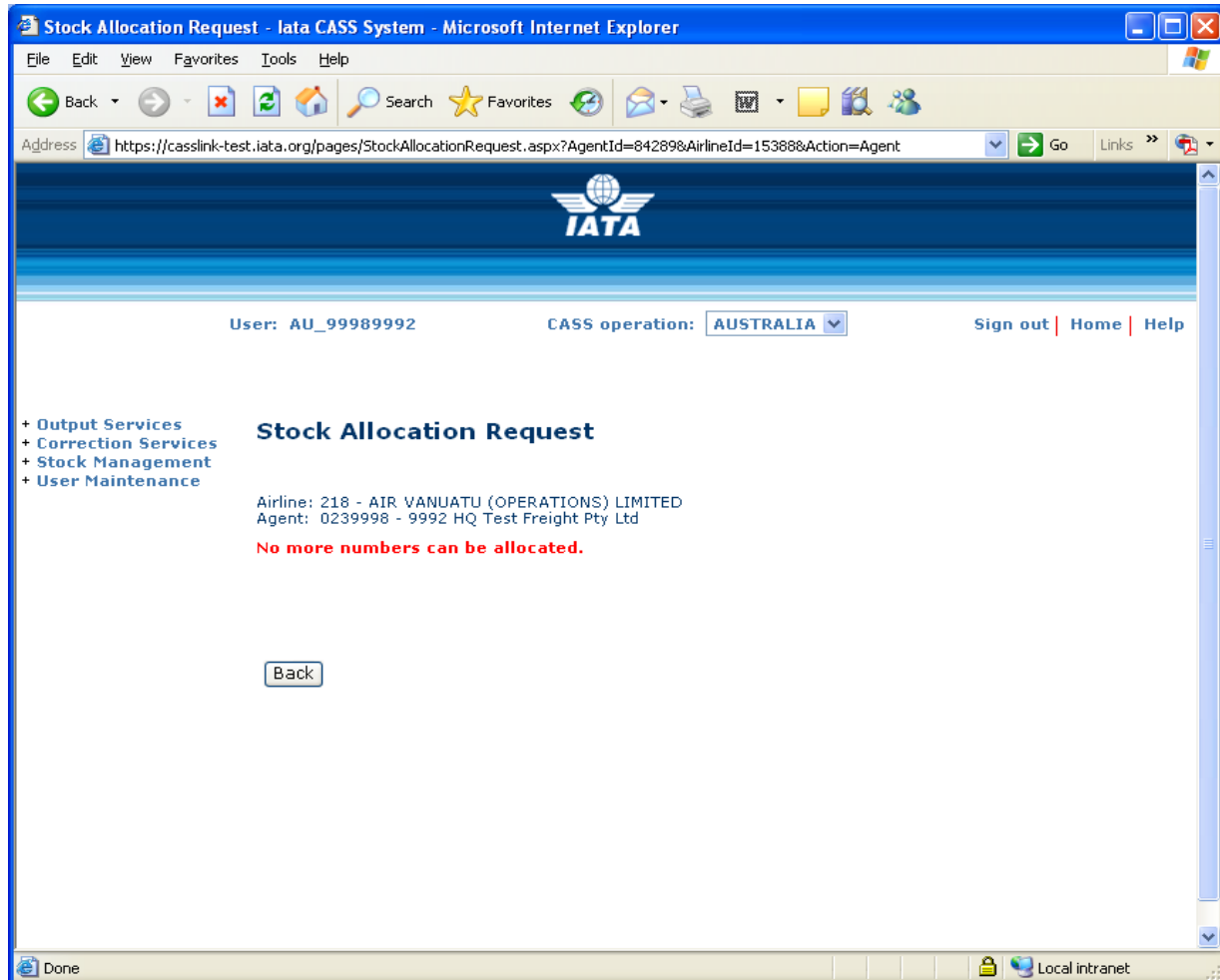
4 The PDF button will create the same in a printable PDF report format.

4. Agent Allocation Requests

4.1 Agents Requesting Stock

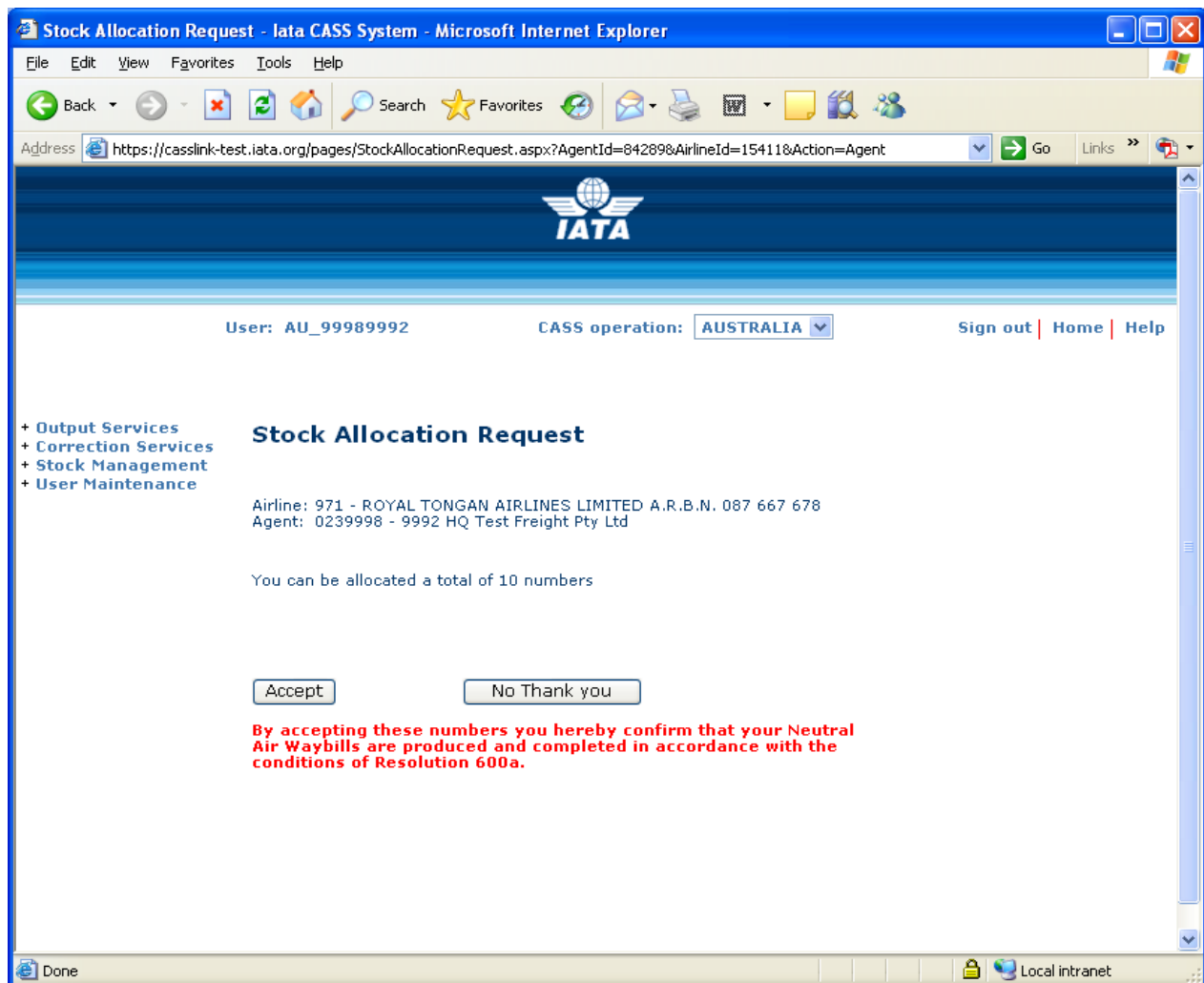
As described in section 3.1, when an agent wishes to request more numbers they click on the **Request** option on the AGENT STOCK RELATIONS screen. The system will then check relationship parameters and will either advise the agent:

1. “No more numbers can be allocated”



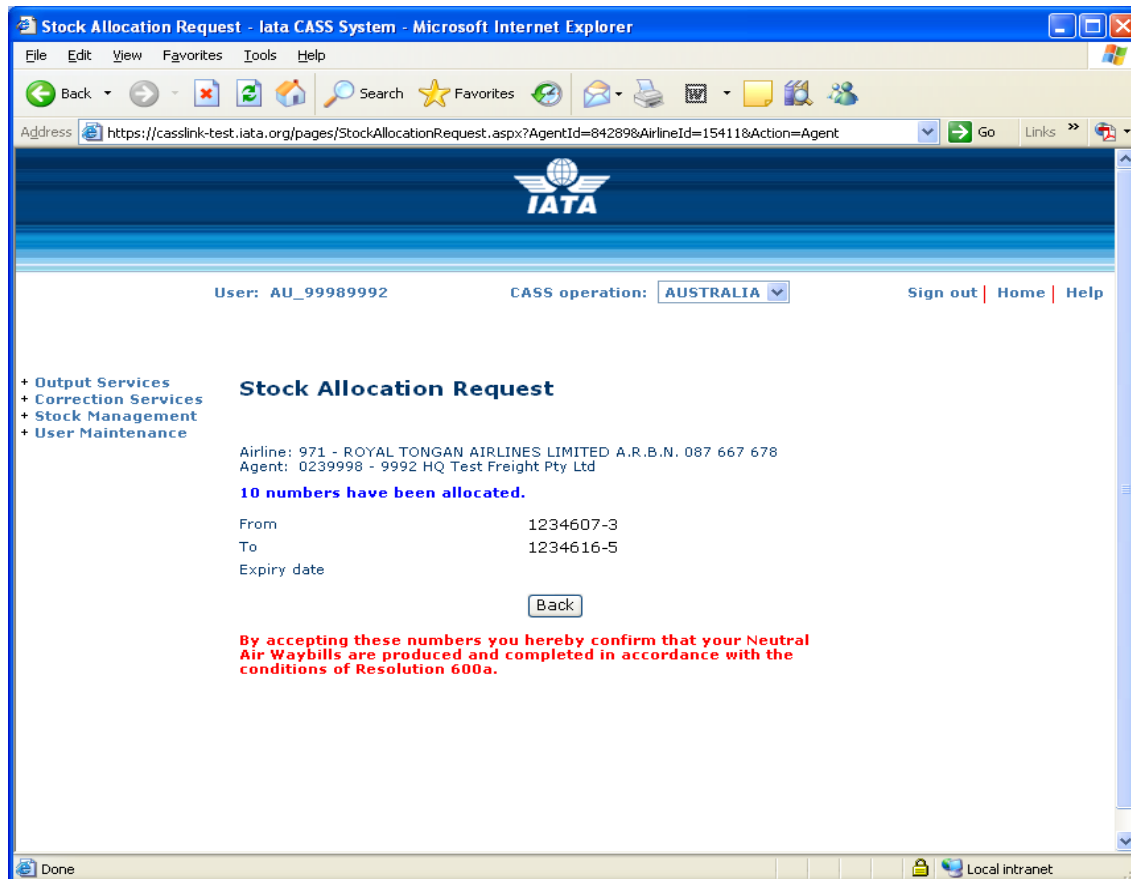
or

“You can be allocated a total of nnn numbers”



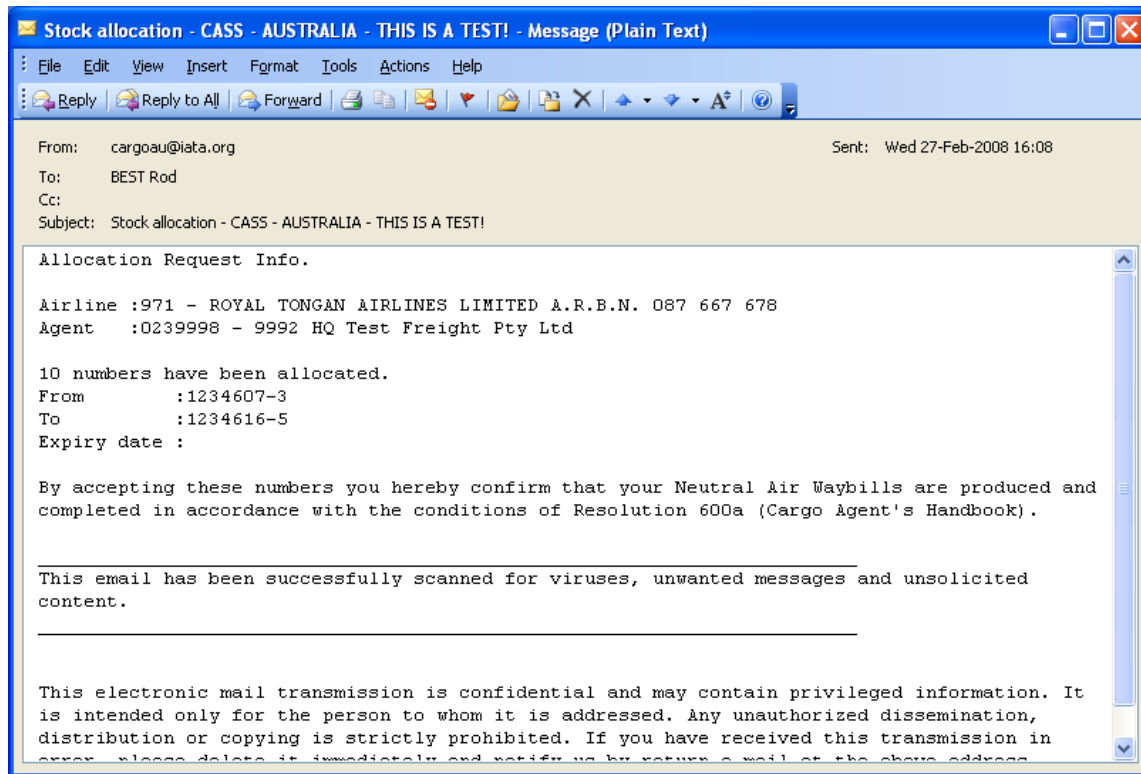
Clicking the “**No thank you**” option will cancel the request.

Clicking the “**Accept**” box will allocate a range of numbers and update all counts of unused numbers etc. A Stock Allocation Request confirmation will be shown on screen (as below) as well as email confirmation to both Airline and Agent nominated e-mail addresses.



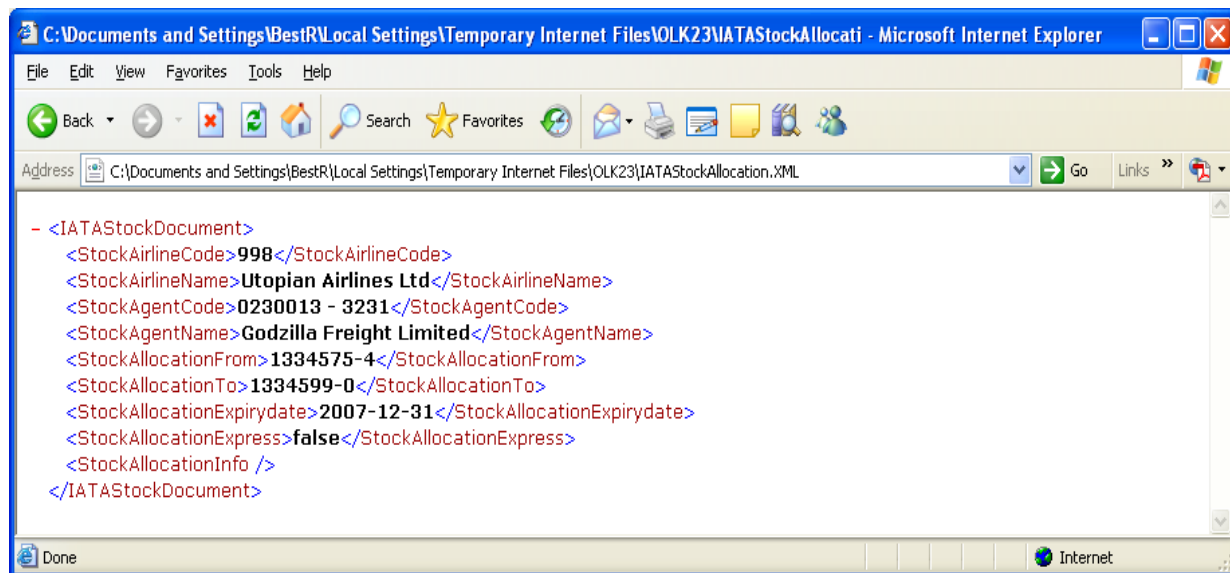
4.2 Stock Email

Following a successful Stock Allocation, confirmation emails will be sent to both the Agent and Airline with the same information.



Note: The "Expiry Date" is the date the Airline has chosen to stop allocation of this range. This does not mean the Agent must not use the stock, or that the AWB will not be billed in *CASSLink* after this date.

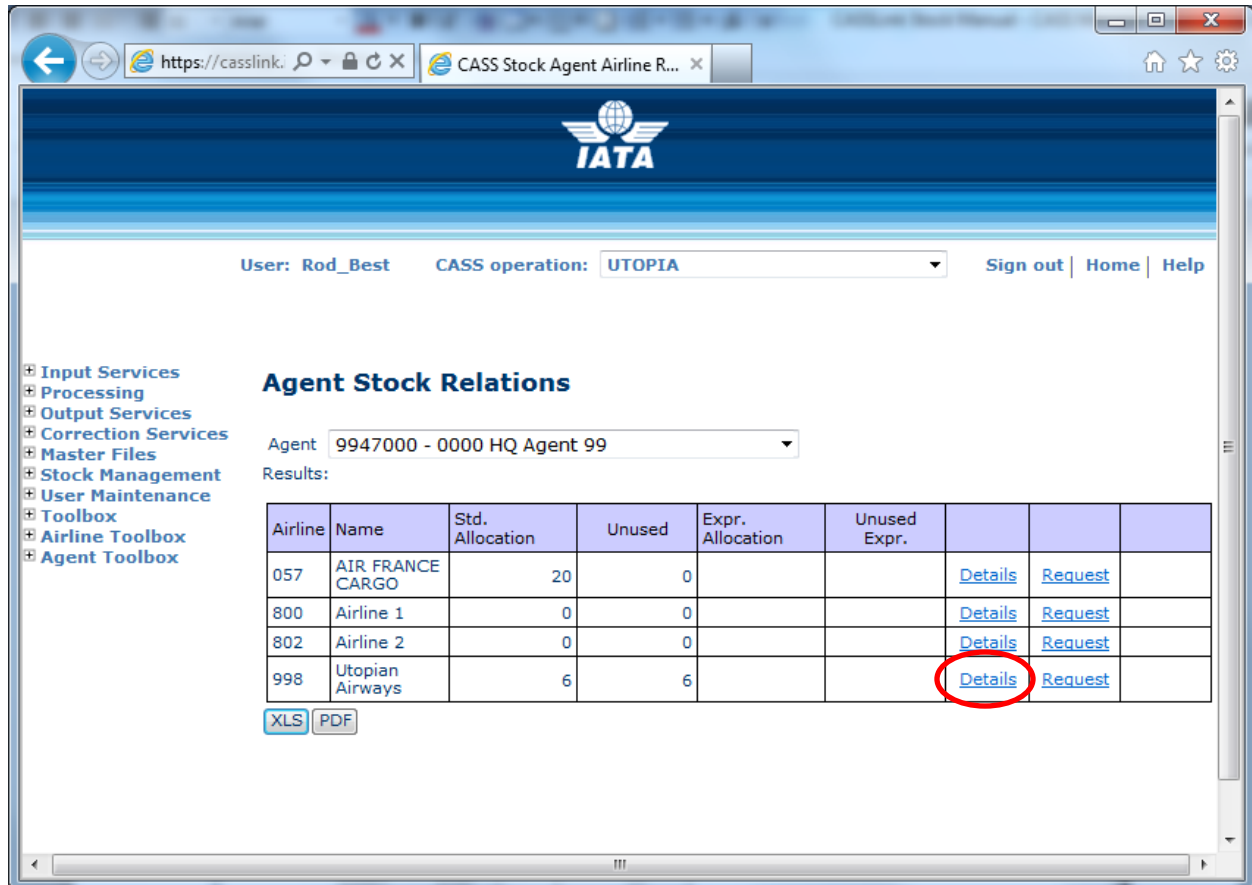
The Stock Email may also contain a XML message attachment if this option has been selected (see section 3.1) for upload into the Agent's Neutral AWB management or accounting systems.



5. Agent VOID Requests

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

5.1 Agent Relations – Request Void



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

Airline	Name	Std. Allocation	Unused	Expr. Allocation	Unused Expr.			
057	AIR FRANCE CARGO	20	0			Details	Request	
800	Airline 1	0	0			Details	Request	
802	Airline 2	0	0			Details	Request	
998	Utopian Airways	6	6			Details	Request	

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

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

- Stock Management, Agent Relations

The screenshot shows the IATA Agent Stock Allocation Overview web application. The browser address bar displays <https://casslink.> and the page title is "Agent Stock Allocation Overview". The user is logged in as "Rod_Best" and the CASS operation is set to "UTOPIA". The sidebar on the left contains a list of navigation links: Input Services, Processing, Output Services, Correction Services, Master Files, Stock Management, User Maintenance, Toolbox, Airline Toolbox, and Agent Toolbox. The main content area is titled "Agent Stock Allocation Overview" and displays information for Airline: 998 - Utopian Airways and Agent: 9947000 - 0000 HQ Agent 99. A checkbox labeled "Show only open allocations" is checked. Below this, it says "Showing page 1 of 1". A table with 7 columns is displayed: Issue Date, From, To, Expiry Date, Unused, Closed, and a link column. The first two rows of data are shown, with the "Details" link in the third column of each row circled in red. Below the table, there are "XLS" and "PDF" buttons.

Issue Date	From	To	Expiry Date	Unused	Closed	
2013-04-12 15:09	1234608-4	1234617-6		10		Details
2013-04-11 15:47	1234602-5	1234607-3		6		Details

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

Agent Stock Allocation Details

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

Issue Date	From	To	Expiry Date	Unused	Closed
2013-04-11 15:47	1234602-5	1234607-3		6	

[Back to allocations](#)

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

1

XLS PDF Select all Unselect all **Submit Void**

Agent Stock Allocation Details

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

Issue Date	From	To	Expiry Date	Unused	Closed
2013-04-11 15:47	1234602-5	1234607-3		6	

[Back to allocations](#)

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

1

XLS PDF Select all Unselect all Submit Void

The AWB Voids are then “Waiting for Acceptance” by Airline. The Airline has a new Menu option – Void Requests, where they can view and accept all Agent Void requests.

9. Frequently Asked Questions

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

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

...

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

A: Absolutely not, the carrier establishes relationships for each agent and may decide to only allow certain agents to request AWB number allocation through *CASSLink*.

...

Q: Who decides ho many numbers I will receive or hold?

A: The carrier determines how many numbers (standard allocation) each agent may request and how many they may hold at any one time (Max. Unused).

...

Q: What does it cost for an Agent?

A: Nothing. The system is free for Agents.

...

Q: What does it cost for an Airline?

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

...

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

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

...

Q: Can a User get access just to the AWB management System?

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

...

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

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