



CNS FlexiPay – Frequency Ask Questions (FAQ)

FAQ for Airlines

What is CNS FlexiPay?

CNS FlexiPay is an add-on module within the CASSLink environment, designed to support real-time processing and reporting, as well as prepayment, flexible payment terms, and remittance of proceeds from air waybill (AWB) or charter sales between airlines and freight forwarders. Unlike CASS Export, CNS FlexiPay is not restricted by the standard billing calendar, offering greater flexibility in transaction processing.

CNS FlexiPay is an optional service, subject to the bilateral agreement between the airlines and endorsed agents.

What is CNS FlexiPay for airlines?

CNS FlexiPay enables airlines to offer prepayment, flexible payment terms and options to the endorsed agents and commercial accounts while retaining CNS-based billing and settlement.

Is CNS FlexiPay mandatory for airlines?

No. Participation is voluntary. The functionality is automatically enabled for all airlines in CNS; however, it is up to each airline to decide whether to use FlexiPay or CASS Export for billing.

What is the billing input file format for CNS FlexiPay?

Airlines upload the AWB billing file in CASSLink, using "P" under the AWB indicator, and provide the due date for the AWB, either before or after the AWB is flown.

The file format remains the same as the current CASS Export. Please refer to the CASSLink Technical Specifications (www.iata.org/casslink) for further details.

How are FlexiPay transactions included in airline billing files?

- When FlexiPay records are combined with CASS Export billing, airlines use the CNS billing period for and indicate "P" under AWB indicator field in the billing file. These records will then be processed under FlexiPay process flow, including real-time processing, prepayment and instant payment etc.
- When FlexiPay records are issued separately, the current date may be used for both Date Period Start and Date Period End, with "P" under AWB indicator filed in the billing file.



Does CNS validate FlexiPay data submitted by airlines?

Yes. CNS performs **validation of FlexiPay calculations and data** when airlines upload billing files to CNS, helping ensure accuracy and compliance.

How are FlexiPay transactions settled?

FlexiPay transactions are settled in accordance with **CNS settlement and remittance rules**, ensuring secure and standardized funds transfer.

Are FlexiPay transactions visible in airline reports?

Yes. Airlines can identify FlexiPay transactions in **CNS billing and reconciliation reports**, based on agreed reporting formats.

Who should airlines contact for FlexiPay support?

Airlines should contact the **CNS Helpdesk or IATA regional support teams** for technical, billing, or operational questions.

[FAQ for Endorsed Agents/Commercial Accounts](#)

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What is CNS FlexiPay for Endorsed Agents/Commercial Accounts?

CNS FlexiPay allows Endorsed Agents to access real time processing, flexible payment options within the CNS framework while maintaining centralized billing, settlement, and reporting without going through any other on boarding process.

Is participation in CNS FlexiPay mandatory for Endorsed Agents/Commercial Accounts?

No. CNS FlexiPay is an optional add-on service. Its usage is subject to bilateral agreement between airlines and endorsed agents/commercial accounts for billing and settlement through FlexiPay.

Do FlexiPay transactions have a different output format compared to CASS Export output files?

No. The output format for FlexiPay transactions is the same as the CASS Export output files, ensuring consistency and ease of integration.



How can a Freight Forwarder subscribe to CNS FlexiPay?

A freight forwarder must complete the onboarding process either as an Endorsed Agent or a Commercial Account, which provides access to standard CNS services, including CASS Export, Domestic, and FlexiPay.

If the freight forwarder is already a CNS user, access to the FlexiPay module will be automatically enabled. If the FlexiPay module is not visible in CASSLink, this indicates that the user profile does not have the required access rights. In such cases, the user should contact their company CASSLink administrator to request access.

Common Questions

Does FlexiPay replace CNS?

No. CNS FlexiPay complements CNS and does not replace existing CNS billing or settlement mechanisms. It is an optional service offering airlines and endorsed agents real-time processing, prepayment, and instant payment capabilities.

Is CNS FlexiPay secure?

Yes. CNS FlexiPay operates under CNS's financial, regulatory, and system security standards.

Is training or documentation available?

Yes. Guidance materials, FAQs, and Fact Sheets are provided <https://www.cnsc.net/casslink/> and <https://www.cnsc.net/flexipay>

What is the charges for FlexiPay?

CNS Airline members: No transaction fee

CNS endorsed cargo agents / intermediaries: No FlexiPay fee

What payment options are available for FlexiPay?

Payment can be made via ACH Debit, ACH Credit and Credit Card.