

CASSLink User Manual for IATA Agents and CASS Associates

Version 2.12

(for CASSLink V2.12)

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1. Getting Started

1.1 What is CASS*Link*?

CASSLink is IATA's global cargo 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 from Airlines.

Reports are provided to Agents in a standard output format. Therefore, the report received by your office in London or Singapore will be the same as those in Sydney or Auckland.

One of the advantages of CASS*Link* 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 CASS Manager will allocate a Username and Password to all IATA Agents and CASS Associates. 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 IATA and CASS Location Codes eg. JP_87654321.

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**.

It is recommended that at initial login, all Users should go to User Maintenance and change their password. (See Section 5 of this document for more details.)

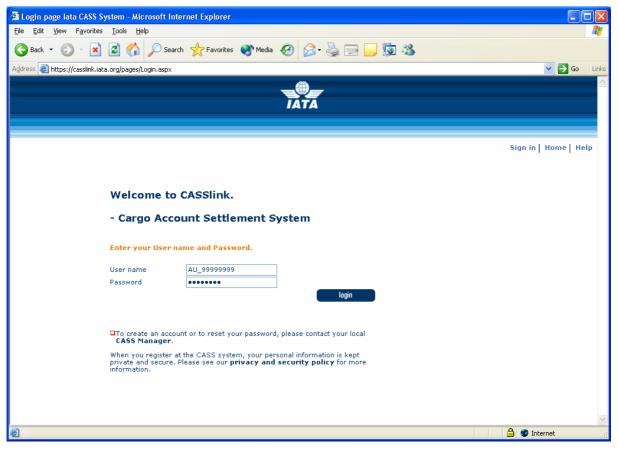
If you have not received a Username or Password, contact your CASS Manager and ask for these to be allocated to you. Similarly, contact your CASS Manager if you have forgotten your Username or Password, or you have been locked-out of CASS*Link* because the Username or Password has been entered incorrectly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

The Username allows the Agent to:

- > Link to CASSLink "Country" eg. India, Singapore, Japan, Australia etc.
- Access available Menu Options
- Link to single or multiple branch locations (HO only)

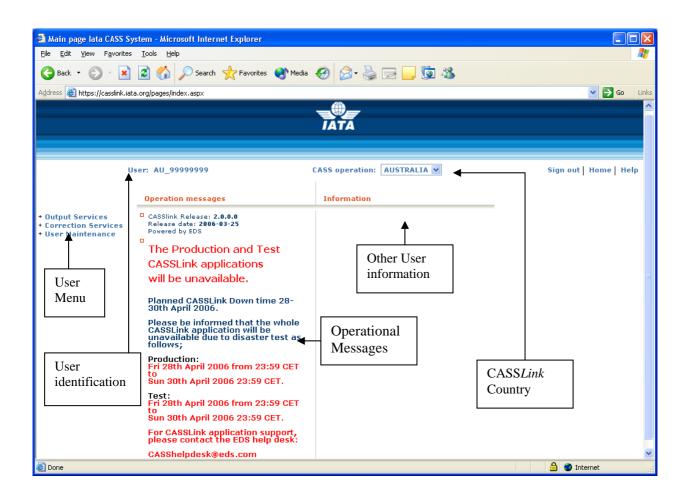
Your CASS Manager can also create additional Usernames for Agents where necessary.

1.4 CASSLink Log-in Screen



CASSLink Log-in screen

1.5 CASS*Link* Home Page



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

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

1.6 CASS*Link* Menu

Once you have successfully entered the CASSLink website using your Username and Password, there are 3 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:

- Output Services
- Correction Services
- User Maintenance

A "+" is displayed beside the Menu option to indicate that there are more than one action or facility available.

2. Output Services

Output Services contains two (2) sub-menu's – Output Agents and AWB History. By clicking on either the "+" symbol or the name, these sub-menu's will be displayed.

2.1 Output Agents

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The Output Agents screen contains the following information:

- **CASS Operation** = Select the country required. Only used where the Agent is linked to operations in other CASS*Link* countries.
- **Choose Agent** = Will list your agent location. Where Agent is linked to more than one location, use the drop-down arrow to view available/linked locations.
- Billing RemPeriod = The Billing Period represented as YYYYPP. Each CASS operation has twenty-four Billing/Remittance Periods each calendar year. Therefore 200523 above would represent the period P23-05 or P1DEC05 (01-15 DEC 2005).

- **Period Nr** = The number of the Period processed. "Normal" production Period will be "1", where a Correction Period would be shown as "2".
- **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** = Projected billing data loaded by Airlines for the next Billing Period to be processed (see below for more details).
- View PDF = Cargo Sales Invoice/Adjustment & Export Billing Statement reports produced in PDF format. Agents will need Abode Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: <u>http://www.adobe.com</u>
- **View HOT** = Agent HOT (Hand-off-Tape) in a text format. Winzip is required to open these reports.
- View XLS = Agent Spreadsheet Report (Microsoft Excel format).

All Agent output reports produced are available in Output Agents. An Agent may view all billing reports for Billing Periods processed in CASSLink.

Storage of CASS*Link* Reports for CASS Billing Periods may vary depending on the CASS*Link* operation in your country, but will generally be between six (6) months and two years i.e. from between twelve (12) Billing periods up to forty eight (48) Billing periods.

In View Details, Agents can view the projected amount to be invoiced, before the CASS*Link* 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 CASS*Link* operation will have different timetable deadlines for the Airline upload of billing files. Check with your CASS Manager or your 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 3 - Correction Services) from the Airline/s should a billing error be found. This facility could ensure that any billing errors can be found and corrected **before** report production is completed.

2.1.1 Digital Signatures

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

Austria, Belgium, Bulgaria, Czech Republic, France, Germany, Hungary, Italy Netherlands, Poland, Portugal and Spain.

As a result, 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.

2.2 Output Reports

Agent Output Reporting may be in three (3) formats:

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

2.2.1 PDF Report

The PDF Report is the standard output report to all Agents. This may be downloaded from CASS*Link* when billing production has been run. Additionally, the CASS Manager may email the PDF report to all Agents at the end of Billing Report Production. The Agent may nominate up to four (4) recipients to receive this Report at the completion of the CASS*Link* Report Production cycle. Advise all intended recipient email addresses to your CASS Manager.

The CASS Manager may also include important information or news in a "Coverpage", at the beginning of the PDF Report. Please check these every Period.

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Sample PDF Output Report - Cargo Sales Invoice/Adjustment & Export Billing Statement

The Cargo Sales Invoice/Adjustment report shows all Air Waybills and correction documents (CCA or DCM) billed by each Airline. Each Airline is reported separately.

Sample PDF Output - Export Billing Statement

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The Export Billing Statement provides a summary of amounts owed to or from all Airlines 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.

2.2.2 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.

Agents must subscribe to this report service. The cost will vary. Please consult your CASS Manager for more details of the charges.

The HOT file can be emailed to a nominated email address (advise your CASS Manager), or downloaded from CASS*Link* 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.

The resulting HOT file output contains a string of data as below:

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AAAAU 05120105121505122901AUD 0230132 AMM N99827509425 BNE02301322122R JNB0512130002740KAUD0000018632000000000000000000000000000000000000
Avm 99827509425 BNE02301322122R JNB0512130002740KAUD00000000000000000000000000000000000
TTT AUAU 000001200000030000016

Your CASS Manager can assist with the interpretation of the data fields in this file. In addition, the CASS Technical Specifications Handbook may be purchased from IATA (<u>www.iataonline.com</u>) to further assist your technical staff. This is a compressed (zipped) file. Winzip is therefore required to open this file. To obtain a copy of Winzip, go to <u>www.winzip.com</u>.

2.2.3 XLS File

In addition to the PDF and HOT files, a spreadsheet ".xls" (Microsoft Excel format) report is also available to agents that want to subscribe to receive this report. Please consult your CASS Manager for more details of the charge for this report.

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C23 AU06230100004 AUD 0+DEC-05 6+DEC-06 2183133 SYD SEL 193 992.25 75 C03 AU062301000064 AUD 0+DEC-05 5+DEC-06 21863144 SYD SEL 195 197.525 75 C45 AU052301000067 AUD 0+DEC-05 5+DEC-05 2187324 SYD AUF 439 2452.3 260.9 C32 AU052301000007 AUD 0+DEC-05 5+DEC-05 5775245 SYD MUE 1236 4447.2 308.8 C72 AU05230100007 AUD 0+DEC-05 5+DEC-05 5775245 SYD MCT 2 114 0.6 C72 AU05230100007 AUD 0+DEC-05 5+DEC-06 5YT SYD MCT 2 114 0.6 C72 AU05230100007 AUD 0+DEC-05 5+DEC-06 5YT SYD MCT 2 114 0.6 C74 AU052301000007 AUD 0+DEC-05 <t< td=""><td>023</td><td></td><td>AU0523.01.000003</td><td>AUD</td><td>01-DEC-05</td><td>15-DEC-05</td><td>14880670</td><td>SYD</td><td>MKE</td><td>200</td><td>780</td><td>140</td><td></td></t<>	023		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200	780	140	
1023 AU08230100004 AUD 0FDEC-05 8DEC-06 2105144 SYD SEL 395 1976.25 75 045 AU08230100005 AUD 0FDEC-05 15DEC-05 1548723 SYD AVD 35 157.5 15.75 072 AU05230100007 AUD 0FDEC-05 15DEC-05			AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324	1539	75	
OP5 AU052301000005 AUD OFDEC-05 E-DEC-06 24564724 SYD ANF 438 2452.8 2603 063 AU052301000007 AUD OFDEC-05 15-DEC-05 15/DEC-05	000		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189	992.25		
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1072 AU05230100007 AUD 0+DEC-05 6+DEC-06 5778246 SYD JNB 1296 44472 3988 1072 AU052301000007 AUD 0+DEC-05 5FDEC-05 5778246 SYD MIC 420 569 0 1072 AU05230100007 AUD 0+DEC-05 5FDEC-05 5778266 SYD MIC 2 114 0.6 072 AU05230100007 AUD 0+DEC-05 5FDEC-05 5778266 SYD MIC 38 178.6 11.4 074 AU05230100006 AUD 0+DEC-05 5FDEC-06 2688950 SYD MAK 16 215.2 3.6 073 AU05230100000 AUD 0+DEC-05 5FDEC-06 127570 MNL 10 120 2.2 061 AU05230100000 AUD 0+DEC-05 5FDEC-05 14715731 SYD JMB 440 2556 350 061 AU05230100000 AUD 0+DEC-05 5FDEC-05	045		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438	2452.8	260.9	
072 AU05230100007 AUD 0+DEC.05 5-DEC.05 5778246 SYD SN 620 589 0 072 AU05230100007 AUD 0+DEC.05 5778266 SYD DOH 38 178.6 114 0.6 072 AU05230100007 AUD 0+DEC.05 5778260 SYD DOH 38 178.6 114 074 AU05230100008 AUD 0+DEC.05 57.DEC.06 SYD DOH 38 178.6 114 073 AU05230100008 AUD 0+DEC.05 57.DEC.06 2888960 SYD MNL 3 120 2.6 073 AU05230100000 AUD 0+DEC.05 55.DEC.05 141570 SYD JNB 70 686 72.5 081 AU05230100000 AUD 0+DEC.05 55.DEC.05 4125332 SYD JNB 440 2586 350 081 AU05230100000 AUD 0+DEC.05 55.DEC.05 4125332 SYD <td>063</td> <td></td> <td>AU0523.01.000006</td> <td>AUD</td> <td>01-DEC-05</td> <td>15-DEC-05</td> <td>91284723</td> <td>SYD</td> <td>NOU</td> <td>35</td> <td>157.5</td> <td>15.75</td> <td></td>	063		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	91284723	SYD	NOU	35	157.5	15.75	
2 022 AU06230100007 AUD 01-DEC-05 67-DEC-05 9772/256 970 MCT 2 114 0.6 072 AU062301000007 AUD 01-DEC-05 67-DEC-05 9772860 970 DOH 38 1778 114 0.6 073 AU062301000008 AUD 01-DEC-05 15-DEC-05 3808934 SYD AMS 16 215.2 3.6 073 AU062301000008 AUD 01-DEC-05 15-DEC-05 28689611 SYD MNL 10 12.0 2.2 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 14715931 SYD JNB 70 688 7.2 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 14715931 SYD JNB 440 2595 3500 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 14715931 SYD JNB 390 2201 32.5 061 AU05230100000	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296	4147.2	388.8	
B 072 AU0520100007 AUD 01-DEC-05 15-DEC-05 1572200 SYD DOH 39 176.6 114 074 AU05230100008 AUD 01-DEC-05 15-DEC-05 36083934 SYD AMS 16 215.2 9.6 079 AU05230100008 AUD 01-DEC-05 15-DEC-05 2868390 SYD MNL 3 120 22.6 079 AU05230100000 AUD 01-DEC-05 15-DEC-05 215707 SYD MNL 10 120 22 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 1121570 SYD JNB 440 2596 350 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 11215932 SYD JNB 440 2596 350 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 1121932 SYD JNB 390 2301 312.5 061 AU052301000000 AUD 01-DEC-05<	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620	589	0	
1074 AU062301000008 AUD 010ECC-05 15-DEC-05	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2	114	0.6	
5 078 AU0520100009 AUD 0+DEC.05 15-DEC.05 29838860 SYD MNL 3 100 205 079 AU0520100009 AUD 0+DEC.05 15-DEC.05 29858860 SYD MNL 10 160 22 061 AU0520100000 AUD 0+DEC.05 15-DEC.05 29859861 SYD JNB 70 6686 72.5 061 AU05230100000 AUD 0+DEC.05 15-DEC.05 41215370 SYD JNB 440 2596 3500 061 AU05230100000 AUD 0+DEC.05 15-DEC.05 41215372 SYD JNB 440 2596 3500 061 AU05230100000 AUD 0+DEC.05 15-DEC.05 41215392 SYD JNB 390 2201 325 061 AU05230100000 AUD 0+DEC.05 15-DEC.05 5193423 SYD SNN 138 356.8 54.5 061 AU052301000000 AUD 0+DEC.05	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38	178.6	11.4	
8 073 AU05201000003 AUD 01-DEC-05 15-DEC-05 12983961 SYD MNL 10 100 20 22 061 AU05201000000 AUD 01-DEC-05 15-DEC-05 1218730 SYD MNE 70 686 725 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 14187302 SYD JNB 440 2596 350 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 14187322 SYD JNB 450 657 66.77 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 1618493 SYD JNB 350 2231 32.5 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 15708-06 SYD SNN 331 556.8 05.7 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 15708-03 SYD SNN 331 556.8 05.2 061 AU05230100000 AUD 01-DEC-05 15-DEC-05 15708-03 SYD AKL 166 223.6	074		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16	215.2	9.6	
081 AU06230100000 AUD 0FDEC-05 8FDEC-05 8FDE-05 8F	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689850	SYD	MNL	3	120	20.6	
0 0	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689861	SYD	MNL	10	120	22	
8 061 AU06230100000 AUD 01-DEC-05 81-DEC-06 8121331 SYD JNB 440 2586 350 9 061 AU06230100000 AUD 01-DEC-05 81-DEC-05 81215332 SYD JNB 65 637 68.75 9 061 AU06230100000 AUD 01-DEC-05 81-DEC-05 81215332 SYD JNB 360 2301 3125 061 AU06230100000 AUD 01-DEC-05 81-DEC-05 8170 SNN 130 3568.8 94.5 061 AU06230100000 AUD 01-DEC-05 81-DEC-05 8179960 SYD SNN 331 5568.8 100.75 061 AU06230100000 AUD 01-DEC-05 8159606 SYD SNN 331 5568.8 102.76 061 AU06230100000 AUD 01-DEC-05 8159643 SYD AKL 65 223.6 532 1061 AU06230100000 AUD 01-DEC-05 8508910 SYD FRA 45 104.5 45.5 10	081			AUD			41215370		JNB	70	686	72.5	
0 0			AU0523.01.000010	AUD			41215381		JNB	440	2596	350	
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061 AU06230100000 AUD 01-DEC-05 65-DEC-06 65989492 SYD SN 138 355.8 94.5 081 AU06230100000 AUD 01-DEC-05 15-DEC-06 15999016 SYD SN 138 355.8 94.5 081 AU06230100000 AUD 01-DEC-05 15-DEC-06 15999016 SYD AKL 95 222.6 59.2 081 AU06230100000 AUD 01-DEC-05 15-DEC-06 15999143 SYD CHC 529 128.6 337.4 5 081 AU06230100000 AUD 01-DEC-05 15-DEC-05 1509911 SYD CHC 529 128.6 337.4 5 081 AU06230100000 AUD 01-DEC-05 15-DEC-05 15080911 SYD FRA 45 120.2 123.8 063 AU05230100000 AUD 01-DEC-05 15-DEC-05 15080911 SYD LAX 105 175.5 127.86 0631 AU052301000000 AUD<													
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The .xls report contains Billing and Invoice summaries for the requested location. The xls report output may vary in different countries. Some spreadsheets contain output for all branch locations, while others will report transactions for the selected branches only. Ask your CASS Manager for details of the spreadsheet reports available in your country.

The XLS report is not emailed to subscribers and therefore must be downloaded directly from CASS*Link* each Period.

2.3 AWB History

The billing history of any Air Waybill processed in CASS*Link* can be searched via "AWB History".

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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 Airline

- > 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, 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.

3. Correction Services

3.1 Add Correction

In CASS*Link* there is the facility for Agents to request a "Correction" online to the Airline. This function is only available if the Airline allows Online Corrections to be made.

Procedure:

- Go to Menu Correction Services;
- Select Add Correction.
- > Select your Agent code from the drop-down list;
- Select the Airline from the drop-down list (displays only those Airlines that allow Online Corrections);
- Enter the AWB Serial number;
- Click the "New" button.

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The details of the Air Waybill as billed in CASS*Link* will automatically be displayed on the electronic CCA in the Original/Incorrect sections (right-hand side). Note that the Original/Incorrect amounts are always shown as a "-" or credit to the Agent.

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

- Weight
- Weight & Valuation Charges
- Charges Due Agent (Collect only)
- Charges Due Airline
- Reason for Correction

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Address en https://casslink-test.i	iata.org/pages/correctionform.aspx?Air		=56854&AWBNumber Back	=56644582	✓ 2
+ Correction Services + User Maintenance	CorrectionRequest Form				
	Sta	atus New]	Number 01	
		e's Code	7		
	0230013 - 2623 998]		
	AWB No. Origin 56644582 MEL		Destination	Date of AWB Issue	
	30044302 MEL		LIIK	2003-12-09	
	Air Waybill weight and/or cha	arnes have been cr	prrected/added as	follows:	-
	Weight	-			
├ →		sed/Corrected W	olight Origi	45.00	-
	● Kilo ○ Pound	60		45.00	
	CHARGES	Revised Prepaid	d/Correct Collect	Original/Incorrect Prepaid Collect	
	Currency	AUD			-
├ →	Weight Charges	450.00	0.00	268.75 0.00	
, i i i i i i i i i i i i i i i i i i i	Valuation Charges	0.00	0.00	0.00 0.00	
	Commission		22.50	0.00	
	Incentive		0.00	0.00	
	Net/net Amount		427.50	268.75	-
	Total Other Charges Due Ag	ent 0.00	0.00	0.00 0.00	
	Total Other Charges Due Air	line 55.55	5 0.00	27.00 0.00	
▶	Total payable to airline ex. VAT		483.05	295.75-	
	00.111			0.00	-
	VAT/TAX				
	VAT/TAX Reason for Correction				

After entering all the "Revised" details, click the Calculate button to view the revised value owed to/from the Agent.

When the entry is correct, click "Save" button at top of screen. 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.

After clicking "Save", the message: "Correction was successfully updated. " will show at the top of the screen.

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0230013 - 2623 998		
AWB No. Orig 51434832 PER	n Destination Date of AWB Issue	
	arges have been corrected/added as follows:	
Weight Weight Unit Rev	sed/Corrected Weight Original/Incorrect Weight	
● Kilo ○ 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	
Commission	0.00 0.00	
Incentive Net/net Amount	0.00 0.00	~
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The Correction must now be Accepted, Rejected, Acknowledged or 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.

Sample Airline Correction page

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Input Services Output Services Correction Services User Maintenance	Accept Correction Form	Reject Acknowledge	Airline Handled Back	
	Status	Pending	Number 01	
	Agent's code Airline's C			
	0230013 - 2623 998			
	AWB No. Origin	Destination	Date of AWB Issue	
	56644582 MEL	LHR	2005-12-09	
	Air Waybill weight and/or charge	s have been corrected/added as	follows:	
	Weight			
		Corrected Weight Orig 60.00	45.00	
	Kilo O Pound	00.00	43.00	
	CHARGES	Revised/Correct Prepaid Collect	Original/Incorrect Prepaid Collect	
	Currency	AUD		
	Weight Charges	450.00 0.00	268.75 0.00	
	Valuation Charges	0.00 0.00	0.00	
	Commission	22.50	0.00	
	Incentive	0.00	0.00	
	Net/net Amount	427.50	268.75	
	Total Other Charges Due Agent	0.00 0.00	0.00	
	Total Other Charges Due Airline	55.55 0.00	27.00 0.00	
	Total payable to airline ex. VAT	483.05	295.75-	
	VAT/TAX		0.00	
	Reason for Correction			
	Reason for rejection (optional)			

3.2 View Corrections

To view all Corrections entered for the Agent and check their status, go to View Corrections.

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	0239998 - 9992	081	12345723	0.00	SYD	AKL	2007-03-15	Pending		01	<u>Show</u>	
	0239998 - 9992	998	12345642	75.00-	SYD	AKL	2008-03-13	Acknowledge		02	<u>Show</u>	
	0239998 - 9992	998	12345701	0.00	SYD	PAR	2007-09-07	Pending		01	<u>Show</u>	
	0239998 - 9992	998	12345631	0.00	SYD	LHR	2007-08-10	Pending		01	<u>Show</u>	
	0239998 - 9992	998	12345734	0.00	SYD	ром	2007-09-07	Pending		01	<u>Show</u>	

By selecting the "Show All" button, all Corrections will be displayed. In the example above, there is a further filter by electing to display only "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
•	Acknowledged:	Airline has viewed the correction, but will action later as either Accept, Reject or Airline Handled.
•	Airline Handled:	Airline has accepted correction request, but will be handled via the CASS billing files (usually CCA or DCM).

Note: any corrections entered by Airlines will automatically be approved and processed in the next Billing Period, either in a "Correction Period" or scheduled Billing/Remittance Period.

Additional Information:

Entry – This is the date the Correction request was entered by the Agent. Remember that corrections entered by Airlines are automatically approved.

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 the column heading is <u>underlined</u>.

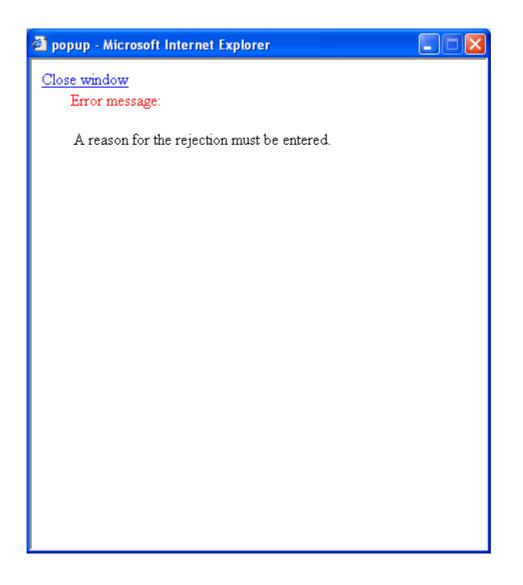
3.2.1 Acceptance

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

3.2.2 Rejection

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



3.3 Correction Period

A Correction Period is a Billing Period run specifically to correct a large billing error to an Agent. Correction periods may be run as either scheduled Correction Periods, or as required or Ad-Hoc events.

Correction Periods correct the billing generated in the associated Billing Period. A Correction Period will not process AWB's, only correcting documents – DCM, CCA and Online Corrections.

Note: A Correction Period MUST be run before the billing of the next Billing Period.

3.3.1 "Ad-hoc" Correction Period

A Correction Period can only be run once per Billing Period. Therefore an Ad-Hoc Correction processing can only be run when there is no Scheduled Correction Period.

- 1. Agent or Airline identify a billing error, where the Agent has been billed an excess amount.
- 2. Airline agrees that a credit is due to the Agent.
- 3. Airline notifies CASS that a **Correction Period** will be required.
- 4. Airline creates a credit document (CCA or DCM), and enters it into CASSLink, with header dates relating to the original Billing Period.
- 5. Airline Contacts CASS and requests that the Correction Period be run.
- 6. CASS runs the Correction Period. Reports will appear in CASS*Link* as "Period Nr 2" (normal is "1") in Output Services for the affected Airline and Agent.
- 7. CASSLink reports will be generated only for affected Agent and Airline.
- 8. A new Tax Invoice will be produced to reflect the changed Billing.

3.3.2 Scheduled Correction Periods

The procedure for countries where Correction Periods are scheduled as part of the monthly or bi-monthly billing cycle are the same as those for the normal Billing Periods i.e. a file or Online Correction is loaded by the Airline into CASS*Link* before the CASS Report Production Date.

The CASSLink Correction Period only processes correction documents – CCA or DCM, not AWB's. Reports are produced in the normal manner in CASSLink with the exception that as per 6 to 8 above, the Period Nr will be 2 and only affected agents and Airlines receive reports.

Important – When a Correction document is loaded subsequent to the Billing Period completion, the Correcting document will appear in CASS*Link* 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. User Maintenance

4.1 Change Password

It is recommended that when Agents Sign-in to CASS*Link* for the first time that they change their password.

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

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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.

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5. Stock Management

CASS*Link* now provides Airlines and Agents with an AWB Stock Management system for the request and allocation of Airline stock.

Please talk to your local Cargo Manager for more details and a copy of the Stock Management Manual for Agents.

5.1 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?

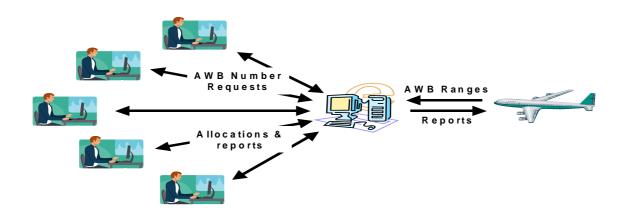
If the answer is YES, then the CASSLink Stock Management system is your solution

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 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 you 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"

6. 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	There are twenty-four (24) Billing Periods each calendar year ie. two (2) per month.
	These are: 1 st to 15 th and 16 th to last day of month (28 th , 29 th , 30 th 31 st)
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	Cargo Charges Correction Advice means the document used for the notification of changes to the transportation charges and/or to 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 Billing Period used to correct documents in the initial Billing production.
DCM	Debit Credit Memo – used to amend Net/Net sales
Remittance	Payment by Agents to CASS
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.

Settlement	Amounts owed to Airlines by Agents through CASS
Upload	The processed used by Airlines to enter electronic billing files into CASSLink each Billing Period
Username	Log-in identification to access CASSLink

7. Frequently Asked Questions

Q. What is the CASSLink website address?

A. <u>https://casslink.iata.org</u>. Don't forget the http**s**, 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 CASS*Link* 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. CASS*Link* 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 CASS*Link*, 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 CASS*Link* 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 payed 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?

- 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

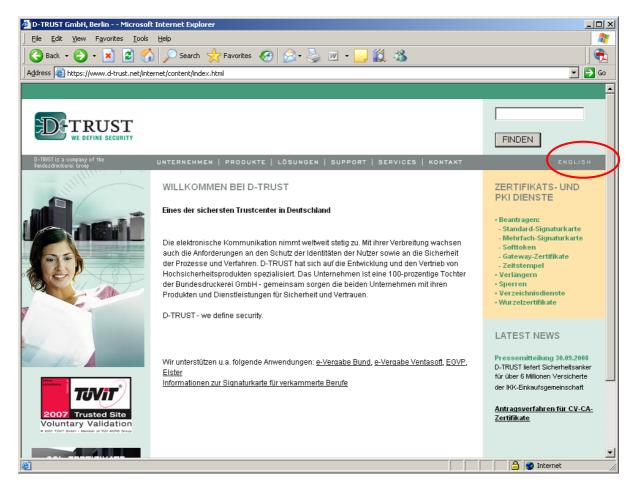
Α.

Appendix A – Trust Certificates

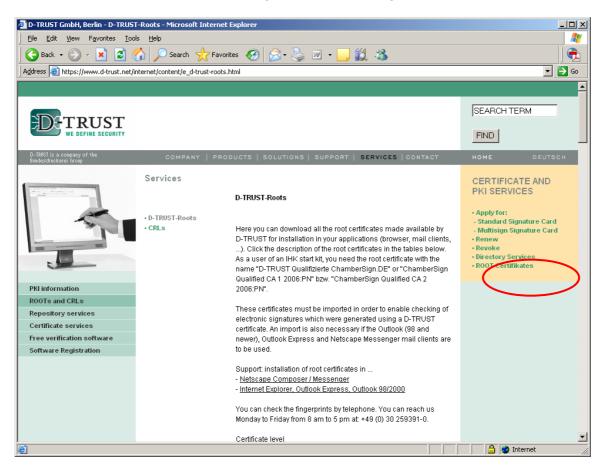
Loading Trust Certificates Into Your Adobe Viewer Application

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

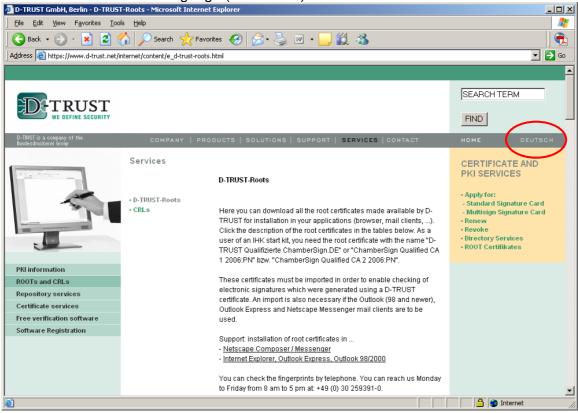
- 1. Download the certificates from the D-Trust website by going to the <u>www.d-trust.net</u>
- 2. Choose the English language (top right hand corner)



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

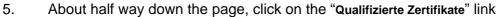


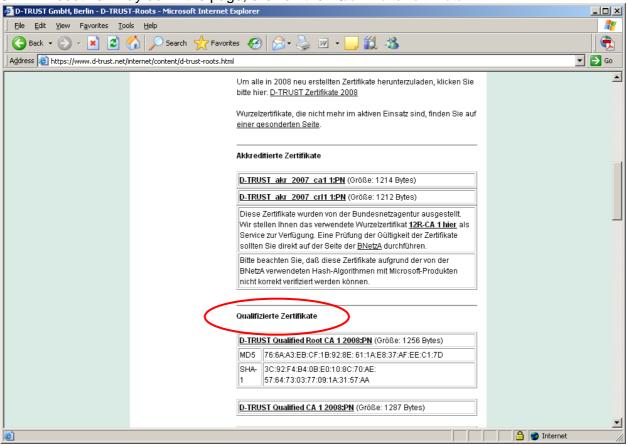
4. Click on German language (DEUTSCH)



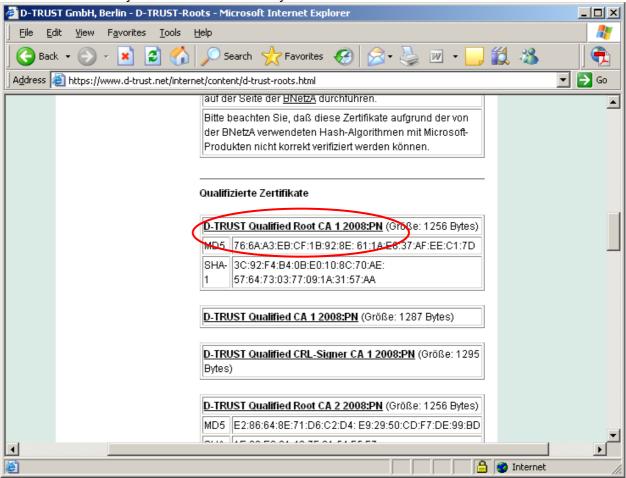
(You need to go back to Deutsch as the correct certificates are not visible in English)

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6. 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



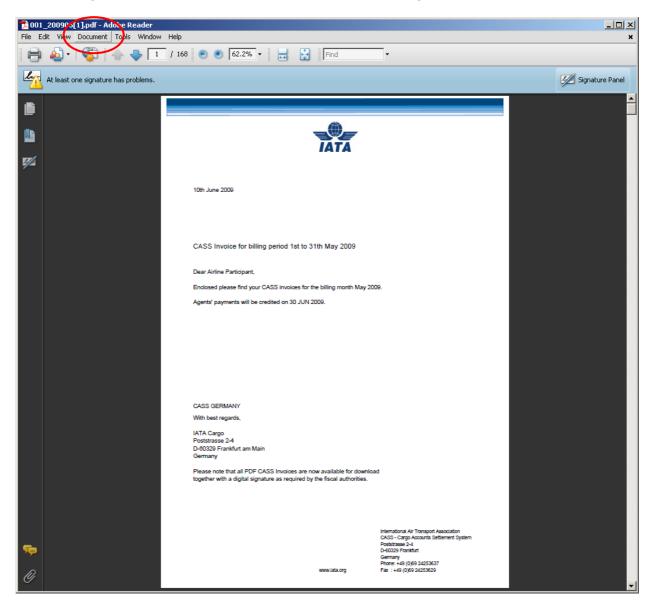
File Down	load - Security Warning
Do you	u want to open or save this file?
	Name: D-TRUST_Qualified_Root_CA_1_2008.cer Type: Security Certificate From: www.d-trust.net Open Save Cancel
1	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. <u>What's the risk?</u>

7. 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

🚈 D-TRUST GmbH, Berlin -	D-TRUST-Roots - Microsoft Internet Explorer			
<u> </u>	ites <u>I</u> ools <u>H</u> elp	2		
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	auf der Seite der <u>HNetzA</u> durchfuhren.	_		
	Bitte beachten Sie, daß diese Zertifikate aufgrund der von			
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	SHA- 3C:92:F4:B4:0B:E0:10:8C:70:AE:			
	1 57:64:73:03:77:09:1A:31:57:AA			
	D-TRUST Qualified CA 1 2008:PN (Größe: 1)87 Bytes)			
	D-TRUST Qualified CRL-Signer CA 1 2008:PN (Größe: 1295			
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	D-TRUST Qualified Root CA 2 2008:PN (Größe: 1256 Bytes)			
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File Down	load - Security Warning	۱
Do you	want to open or save this file?	
	Name: D-TRUST_Qualified_CA_1_2008.cer Type: Security Certificate From: www.d-trust.net	
:	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. <u>What's the risk?</u>	

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



9. Click on the "Add Contacts..." button

1anage Trusted Identities	X
Display: Contacts	
Name	<u>A</u> dd Contacts
	<u>R</u> equest Contact
	De <u>t</u> ails
	Export
	Delete
	New <u>G</u> roup
Help	Close

10. Click on the "Browse..." button

Name	Ema	il	Remove
			Browse
			<u>S</u> earch
ertificates	s cartificator accoriated with H		
his list displays the	e certificates associated with t		
	e certificates associated with t	he currently selected contact.	
his list displays the			
his list displays the			Details

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

Locate Certificate File	? ×
Look in: 🧰 CASSLink 💽 💿 🏂 📂 🖽 🗸	
Image: Current Manuals My Recent DcO-DCR converter Image: Current Manuals Image: Current Manuals	
My Network Places File name: Open Files of type: Files Containing Certificates (*.fdf,*.p7c,*.p7b,*. Cancel	

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.

Choose Contacts to In	port			×
This dialog will allow you any certificates associa		usted identities. You can a	also set the trust for	٦
Certificates			Remove Browse	
Subject	certificates associated	 Expires	Details	
Help		I <u>m</u> port	Cancel	

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12. Select the entry in the Contacts pane and then click on the "Import" button

Choose Contacts to) Import				×
	you to select contacts to in ociated with the contacts be	nport into your trusted identiti eing imported.	es. You can also	set the trust for	
Contacts					7
Name		Email		<u>R</u> emove	
	ualified Root CA 1 2008:PN				
D-TRUST Q	ualified CA 1 2008:PN			Browse	
				<u>S</u> earch	
Certificates					7
This list displays	the certificates associated v	with the currently selected cor	ntact.		
Subject	Issuer	Expires		Details	
D-TRUST Quali	fied Root D-TRUST Qua	lified Root 24-Jul-2013 4	:36:17 PM		
				<u>T</u> rust	
J					
1				Const.	1
Help			Import	Cancel	

Import Complete	
Import details:	
1 issuer certificate(s) imported.	
	ОК

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

14. 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

Ma	Manage Trusted Identities				×
0	Digplay Certificates				
	Name	Issuer	Expires	<u>A</u> dd Contacts	
	D-TRUST Qualifi D-TRUST Qualifi Adobe Root CA	D-TRUST Qualified D-TRUST Qualified Adobe Root CA	2013.07.24 16:36 2013.07.24 15:30 2023.01.09 00:07	<u>R</u> equest Contact	
				Edit <u>T</u> rust	
				Export	
				Delete	
				New Group	
				Show Certificate	
	Help			⊴lose	

15. 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

subject:	D-TRUST Qualified Root CA 1 2008:PN <info@d-trust.net></info@d-trust.net>
ssuer:	D-TRUST Qualified Root CA 1 2008:PN
lsage:	Sign certificate (CA), Sign CRL
xpiratio	n: 24-Jul-2013 4:36:17 PM
Trust	Policy Restrictions
	se this certificate as a trusted root
V	Signed documents or data
V	Certified documents
V	Certified documents
M	Certified documents
M	Certified documents Dynamic content Embedded high privilege JavaScript
V	Certified documents Dynamic content Embedded high privilege JavaScript

16. 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

Signature	e Validation Status		
hur	 Signature is VALID, signed by D-TRUST SDS 137:PN. The Document has not been modified since this signature was applied. The signer's identity is valid. 		
	Legal Notice Signature Properties ⊆lose		

17. Once validated, a green tick should appear against the signature and the text "Signature is valid:" should appear below the signature

