



CASSLink User Manual for IATA Agents and CASS Associates

Version 2.12

(for *CASSLink* V2.12)

Table of Contents

1. Getting Started	3
1.1 What is CASSLink?.....	3
1.2 Internet URL	3
1.3 Username and Password.....	3
1.4 CASSLink Log-in Screen	5
1.5 CASSLink Home Page	6
1.6 CASSLink Menu	7
2. Output Services	8
2.1 Output Agents	8
2.1.1 Digital Signatures.....	10
2.2 Output Reports	10
2.2.1 PDF Report.....	11
2.2.2 HOT File	12
2.2.3 XLS File	14
2.3 AWB History.....	15
3. Correction Services.....	17
3.1 Add Correction.....	17
3.2 View Corrections.....	21
3.2.1 Acceptance	22
3.2.2 Rejection.....	23
3.3 Correction Period	24
3.3.1 “Ad-hoc” Correction Period.....	24
3.3.2 Scheduled Correction Periods	25
4. User Maintenance.....	26
4.1 Change Password	26
5. Stock Management.....	28
5.1 Stock Management Fact Sheet	28
6. Glossary of Terms	31
7. Frequently Asked Questions.....	33
Appendix A – Trust Certificates	35

1. Getting Started

1.1 What is CASSLink?

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 CASSLink 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.)

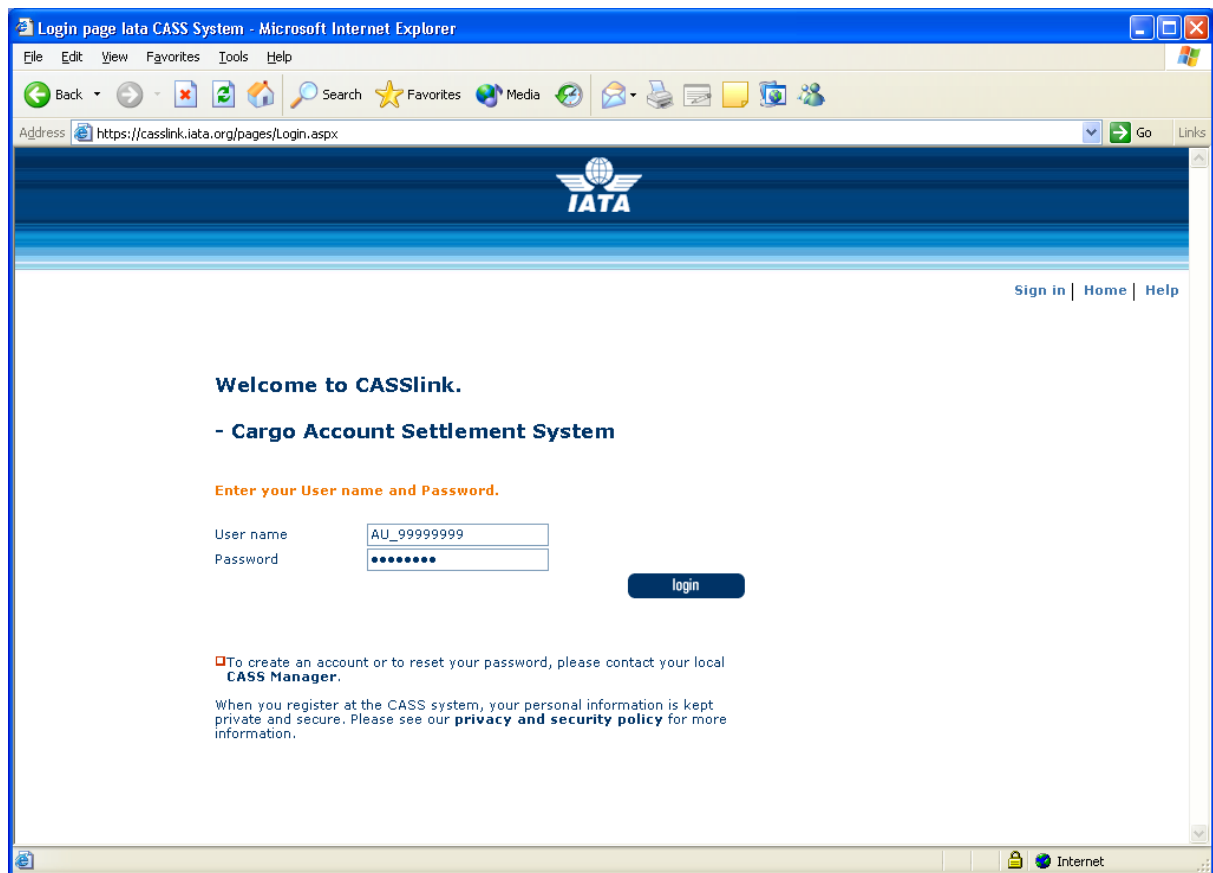
If you have not received a Username or Password, contact your CASS Manager and ask for these to be allocated to you. Similarly, contact your CASS Manager if you have forgotten your Username or Password, or you have been locked-out of *CASSLink* because the Username or Password has been entered incorrectly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

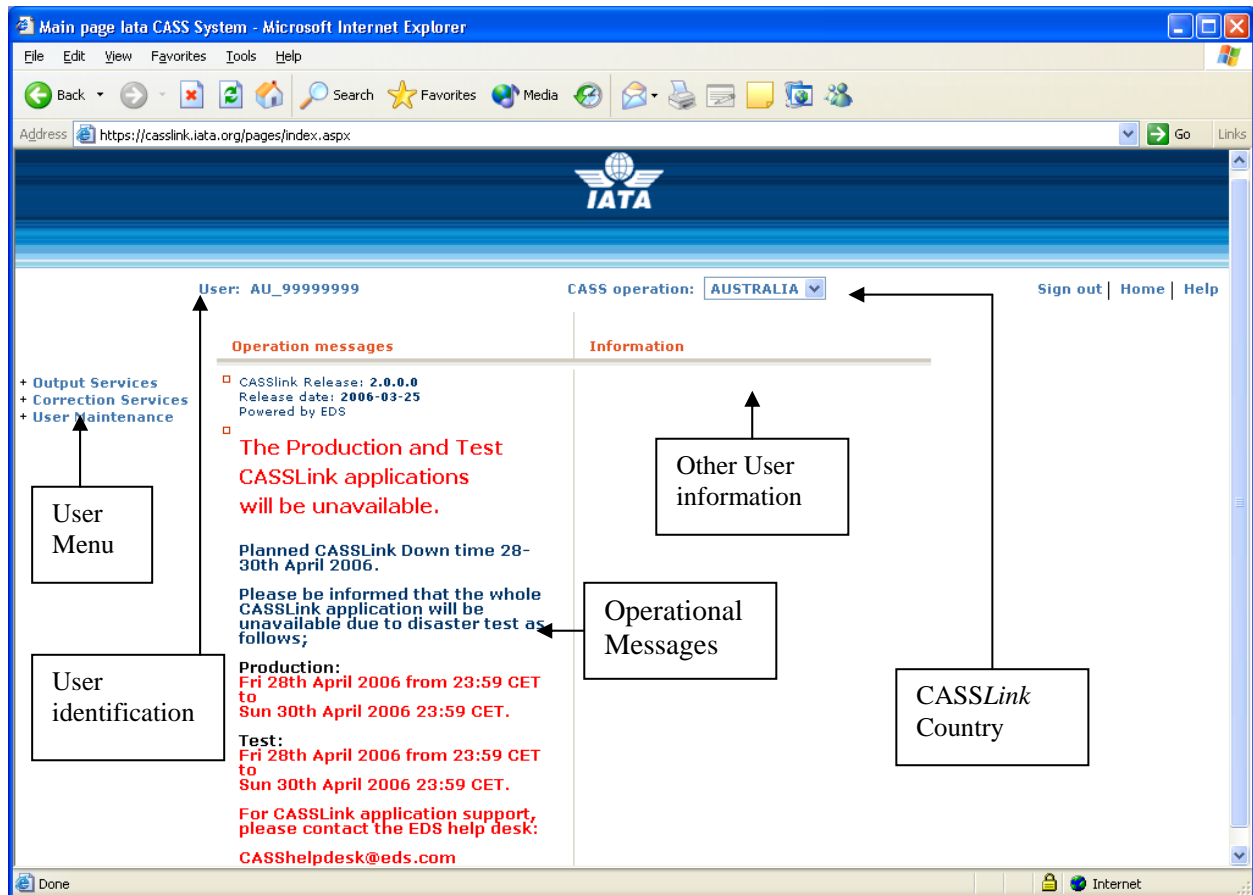
Your CASS Manager can also create additional Usernames for Agents where necessary.

1.4 CASSLink Log-in Screen



CASSLink Log-in screen

1.5 CASSLink 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 **CASSLink 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:

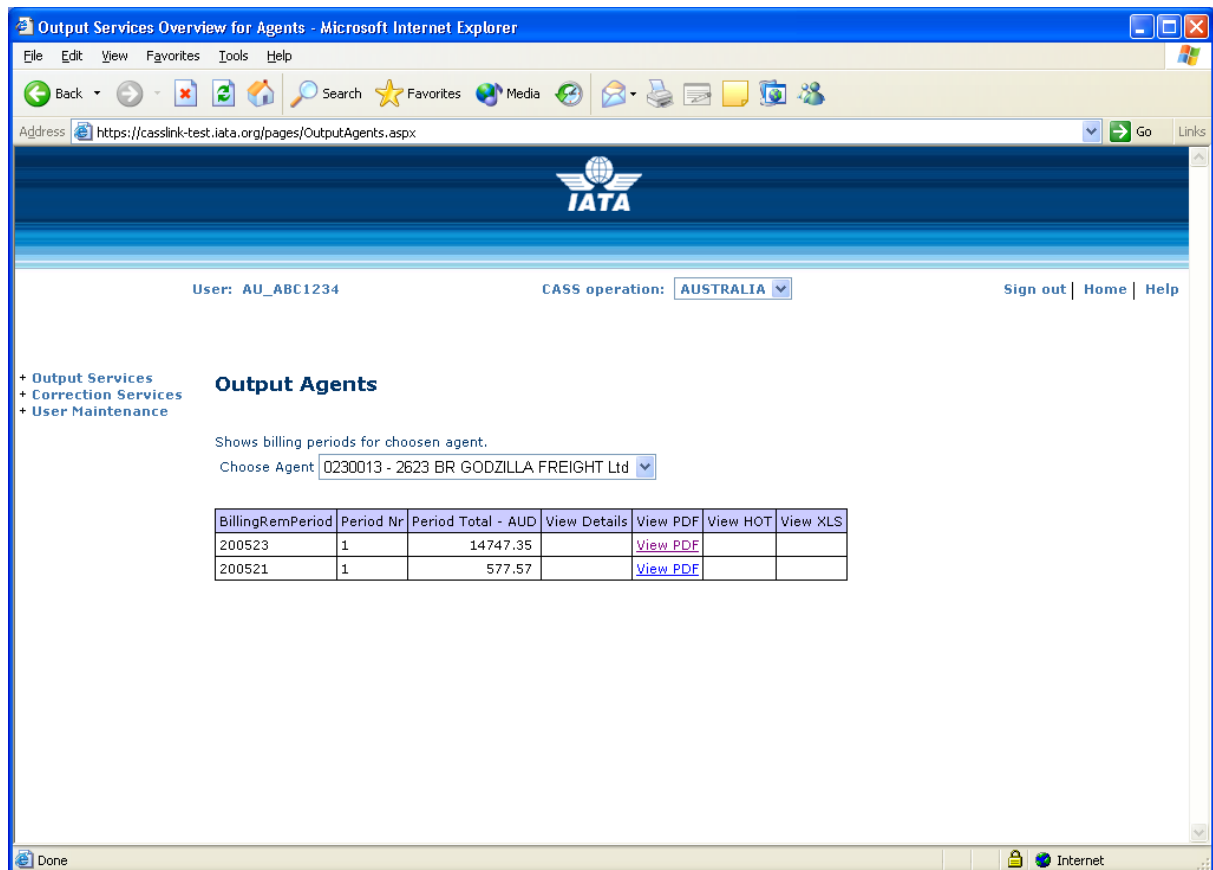
- Output Services
- Correction Services
- User Maintenance

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



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 CASSLink 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 Adobe Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: <http://www.adobe.com>
- **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 CASSLink Reports for CASS Billing Periods may vary depending on the CASSLink 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 CASSLink 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 CASSLink 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 *CASSLink* 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 CASSLink 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 CASSLink 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.

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

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - AUSTRALIA

CARGO SALES INVOICE/ADJUSTMENT INVOICE NR: AU0523.01.000001
DATE: 29-DEC-05

AGENT: **Hogwarts Express Freight Pty Ltd**
AIRLINE: 998
Utopian Airlines
LEVEL 4
2000 SYDNEY
AU NSW

IATA NUMERIC CODE: 02-3 0013/2623 CURRENCY: AUD BILLING PERIOD: 01-DEC-05 - 15-DEC-05 PAGE: 1

AMB--	SP	ORGD	ES--	WEIGHT	PREPAID	CHARGES--	COLLECT	CHARGES--	COMMIS.	INCENTIVE	NET AMOUNT	DATE	AGENTS
SERIAL	IN			WEIGHT	OTHER	WEIGHT	OTHER	WEIGHT	OTHER			AMB	INFORMATION
NUMBER				VALUATION	CHARGES	VALUATION	CHARGES	VALUATION	CHARGES				
				CHARGES	DUE AIRL	CHARGES	DUE AGENT						
INTERNATIONAL CARGO													
05081182	NC	PERLHR		126.0	1244.88	75.60	0.00	0.00	0.00	0.00	1320.48	051202	
31977116	NC	BNELHR		767.0	2768.87	460.20	0.00	0.00	0.00	0.00	3229.07	051202	
51434832	NC	PERLHR		792.0	2534.40	475.20	0.00	0.00	0.00	0.00	3009.60	051203	
51624230	NC	BNELHR		33.0	173.25	19.80	0.00	0.00	0.00	0.00	193.05	051209	
56296984	NC	PERLHR		500.0	1600.00	300.00	0.00	0.00	0.00	0.00	1900.00	051209	
56319815	NC	MELPLZ		170.0	875.50	102.00	0.00	0.00	0.00	0.00	977.50	051209	
56319841	NC	MELPLZ		121.0	623.15	72.60	0.00	0.00	0.00	0.00	695.75	051207	
56471262	NC	MELMLG		66.0	363.00	39.60	0.00	0.00	0.00	0.00	402.60	051208	
56532490	NC	PERMAA		65.0	416.00	39.00	0.00	0.00	0.00	0.00	455.00	051209	
56532501	NC	PERLHR		35.0	199.50	21.00	0.00	0.00	0.00	0.00	220.50	051214	
56582643	NC	MELLHR		200.0	850.00	120.00	0.00	0.00	0.00	0.00	970.00	051201	
56582654	NC	MELTYO		160.0	680.00	96.00	0.00	0.00	0.00	0.00	776.00	051209	
56644582	NC	MELLHR		45.0	268.75	27.00	0.00	0.00	0.00	0.00	295.75	051209	
61835115	DL	SYDAKL		7.0	114.00	6.60	0.00	0.00	0.00	0.00	120.60	051201	D12169
62268706	AD	MELLHR		79.0	375.25	47.40	0.00	0.00	0.00	0.00	422.65	051202	C24792
TOTAL INTERNATIONAL CARGO				3152.0	12858.55	1888.80	0.00	0.00	0.00	0.00	14747.35		
GRAND TOTAL				3152.0	12858.55	1888.80	0.00	0.00	0.00	0.00	14747.35		

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

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - AUSTRALIA EXPORT BILLING STATEMENT - AGENT DATE: 29 DEC 05

AGENT: Hogwarts Express Freight Pty Ltd CURRENCY: AUD PAGE: 1

BOTANY NSW 2019

IATA NUMERIC CODE: 02-3 0013/2623 BILLING PERIOD: 01 DEC 05 - 15 DEC 05

AIRLINE NUMBER NAME	-----PREPAID CHARGES-----	WEIGHT DUE	CHARGES COLLECT---	WEIGHT DUE	COMMISSION	SALES INCENTIVE	PAYABLE	INVOICE
	CHARGE AIRLINE	CHARGE	CHARGE AGENT					NUMBER
998 Utopian Airlines	12858.55	1888.80	0.00	0.00	0.00	0.00	14747.35	AU0523.01.000001
GRAND TOTAL	12858.55	1888.80	0.00	0.00	0.00	0.00	14747.35	
NET DUE AIRLINE							14747.35	

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.

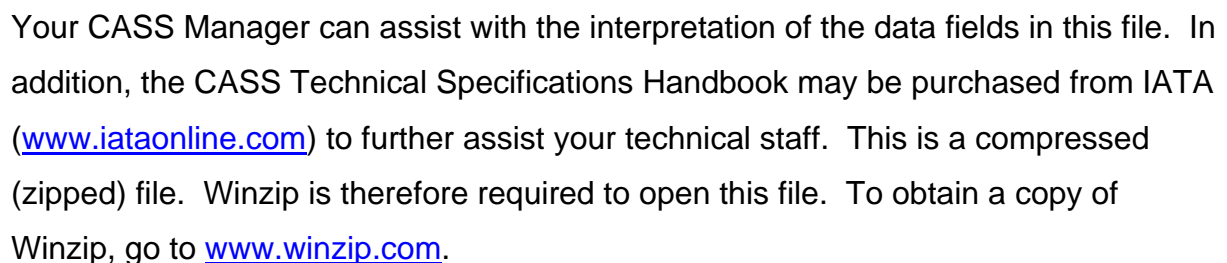
2.2.2 HOT File

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.

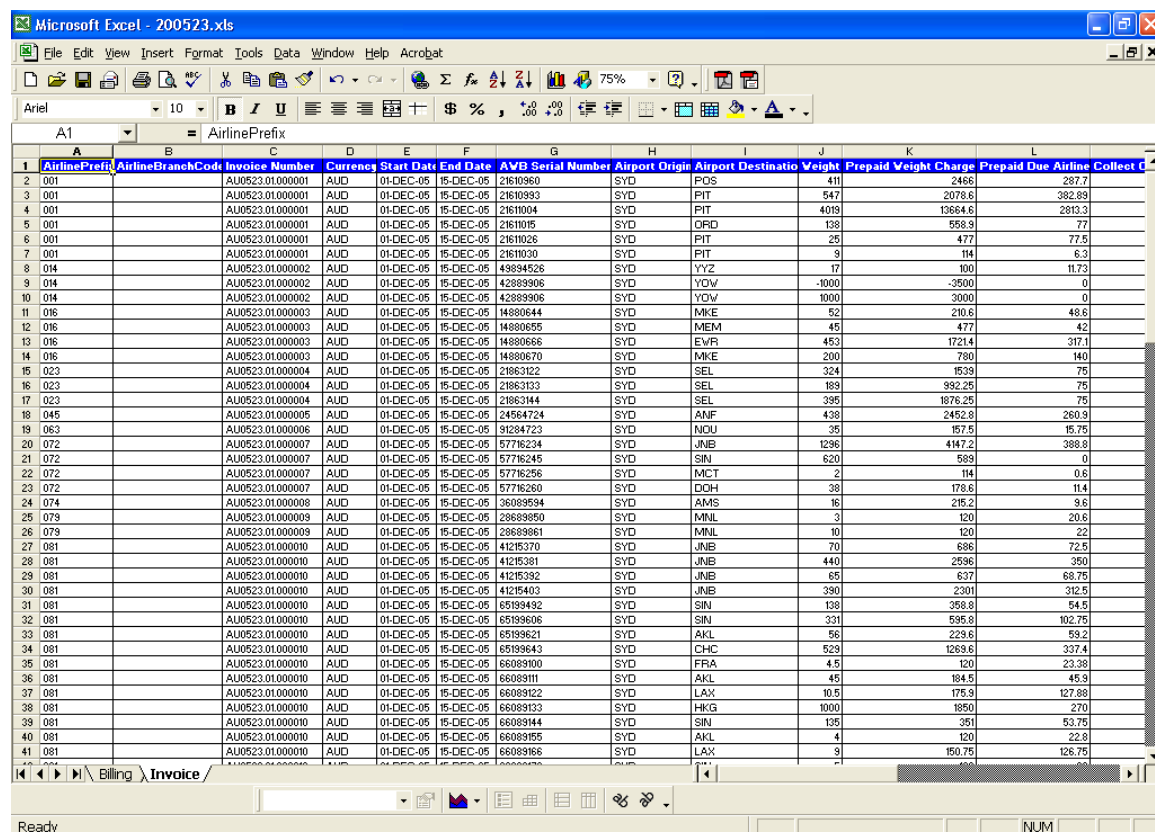
Agents must subscribe to this report service. The cost will vary. Please consult your CASS Manager for more details of the charges.

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



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.



	A	B	C	D	E	F	G	H	I	J	K	L	M
	AirlinePrefix	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AVB Serial Number	Airport Origin	Airport Destination	Weight	Prepaid Weight	Charge	Prepaid Due Airline Collect
2	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610960	SYD	POS	411		2466	287.7
3	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610993	SYD	PIT	547		2078.6	382.89
4	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610004	SYD	PIT	4019		13664.6	2813.3
5	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610105	SYD	ORD	138		558.9	77
6	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610126	SYD	PIT	25		477	77.5
7	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610130	SYD	PIT	9		114	6.3
8	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	49894526	SYD	YYZ	17		100	11.73
9	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	-1000		-3500	0
10	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	1000		3000	0
11	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MIKE	52		210.6	48.6
12	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880665	SYD	MEM	45		477	42
13	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EVR	453		1721.4	317.1
14	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MIKE	200		780	140
15	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324		1539	75
16	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189		992.25	75
17	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863144	SYD	SEL	395		1876.25	75
18	045		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438		2452.8	260.9
19	063		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	31284723	SYD	NOU	35		157.5	15.75
20	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296		4147.2	388.8
21	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620		589	0
22	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2		114	0.6
23	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38		175.6	11.4
24	074		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089604	SYD	AMS	16		215.2	9.6
25	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689850	SYD	MNL	3		120	20.6
26	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689861	SYD	MNL	10		120	22
27	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70		686	72.5
28	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440		2596	350
29	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	65		637	68.75
30	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	390		2301	312.5
31	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199432	SYD	SIN	138		358.8	54.5
32	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199606	SYD	SIN	331		595.8	102.75
33	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199621	SYD	AKL	56		229.6	59.2
34	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199643	SYD	CHC	529		1269.6	337.4
35	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089100	SYD	FRA	45		120	23.38
36	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089111	SYD	AKL	45		184.5	45.9
37	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089122	SYD	LAX	10.5		175.9	127.88
38	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089133	SYD	HKG	1000		1850	270
39	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089144	SYD	SIN	135		351	53.75
40	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089155	SYD	AKL	4		120	22.8
41	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089166	SYD	LAX	9		150.75	126.75

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 CASSLink each Period.

2.3 AWB History

The billing history of any Air Waybill processed in CASSLink can be searched via “AWB History”.

AWB History - IATA CASS System - Microsoft Internet Explorer

Address: <https://casslink.iata.org/pages/AWBHistory.aspx>

er: AU_Rod CASS operation: AUSTRALIA

Search Options

Search for AWB 04563355

Select an Agent

126-P T GARUDA INDONESIA LIMITED

Search

AWB - History

Org	Dest	Gross Weight	PP Weight/Valuation	PP Other charges due airline	CC Weight/Valuation	CC Other charges due agent	Discount / Incentive	Commission	Net Payable ex. VAT	Correction number	Execution Date	Input Date	Processing Period	Airline	A
SYD	JKT	2.0	120.00	20.00	0.00	0.00	0.00	6.00	134.00		2005-01-21	2005-02-11	200502 - 01	126	0
SYD	JKT	2.0-	120.00-	20.00-	0.00	0.00	0.00	6.00-	134.00-	D43623	2005-01-21	2005-02-11	200502 - 01	126	0
SYD	JKT	2.0	80.00	50.00	0.00	0.00	0.00	4.00	126.00	D43623	2005-01-21	2005-02-11	200502 - 01	126	0
SYD	JKT	2.0-	80.00-	50.00-	0.00	0.00	0.00	4.00-	126.00-	D43687	2005-01-21	2005-02-11	200502 - 01	126	0
SYD	JKT	2.0	120.00	50.00	0.00	0.00	34.00	6.00	130.00	D43687	2005-01-21	2005-02-11	200502 - 01	126	0
Total		2.0	120.00	50.00	0.00	0.00	34.00	6.00	130.00						

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 *CASSLink* 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.

The screenshot shows a web browser window with the address `https://casslink-test.iata.org/pages/CorrectionAdd.aspx`. The page features the IATA logo at the top. Below the logo, the user is logged in as 'User: AU_ABC1234' and the 'CASS operation' is set to 'AUSTRALIA'. On the left, a sidebar menu includes 'Output Services', 'Correction Services' (which is expanded), and 'User Maintenance'. The 'Add Correction' form is displayed in the center. It contains three fields: 'Agent' with a dropdown menu showing '0230013 - 2623 BR GODZILLA FREIGHT Ltd', 'Airline' with a dropdown menu showing '998-Utopian Airlines', and 'AWB Number' with a text input field containing '56644582'. A 'New' button is located below the 'AWB Number' field. The browser's status bar at the bottom shows 'Done' and 'Internet'.

The details of the Air Waybill as billed in CASSLink 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 CASSLink:

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

CorrectionRequest Form

Status: Number:

Agent's code: Airline's Code:

AWB No.: Origin: Destination: Date of AWB Issue:

Air Waybill weight and/or charges have been corrected/added as follows:

Weight	Revised/Corrected Weight	Original/Incorrect Weight
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	<input type="text" value="60.00"/>	<input type="text" value="45.00"/>

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	<input type="text" value="AUD"/>			
Weight Charges	<input type="text" value="450.00"/>	<input type="text" value="0.00"/>	<input type="text" value="268.75"/>	<input type="text" value="0.00"/>
Valuation Charges	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Commission	<input type="text" value="22.50"/>		<input type="text" value="0.00"/>	
Incentive	<input type="text" value="0.00"/>		<input type="text" value="0.00"/>	
Net/net Amount	<input type="text" value="427.50"/>		<input type="text" value="268.75"/>	
Total Other Charges Due Agent	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Other Charges Due Airline	<input type="text" value="55.55"/>	<input type="text" value="0.00"/>	<input type="text" value="27.00"/>	<input type="text" value="0.00"/>
Total payable to airline ex. VAT	<input type="text" value="483.05"/>		<input type="text" value="295.75-"/>	
VAT/TAX	<input type="checkbox"/>		<input type="checkbox"/>	<input type="text" value="0.00"/>
Reason for Correction	<input type="text"/>			
Reason for rejection (optional)	<input type="text"/>			
<input type="button" value="Calculate"/>				
<input type="button" value="Print"/>				

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.

The screenshot shows a Microsoft Internet Explorer window titled "Correction - Iata CASS System". The address bar displays the URL: <https://casslink-test.iata.org/pages/correctionform.aspx?AirlineId=9198&AgentId=56854&AWBNumber=51434832>. The page header shows "User: AU_ABC1234" and "CASS operation: AUSTRALIA". A message at the top states "Correction was successfully updated." with a blue arrow pointing to it from the text above. Below the message are "New" and "Back" buttons. The main form is titled "CorrectionRequest Form" and contains the following fields:

- Status: Number:
- Agent's code: Airline's Code:
- AWB No.: Origin: Destination: Date of AWB Issue:

Below these fields is a summary table:

Air Waybill weight and/or charges have been corrected/added as follows:			
Weight Unit	Revised/Corrected Weight	Original/Incorrect Weight	
<input checked="" type="radio"/> Kilo <input type="radio"/> Pound	650.00	792.00	

Below the summary table is a table for charges:

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	0.00
Commission		0.00		0.00
Incentive		0.00		0.00
Net/net Amount		2005.21		2534.40

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

Correction - Iata CASS System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail Print Address Book Links

Address <https://casslink-test.iata.org/pages/correctionform.aspx?CorrId=300396> Go

Accept Reject Acknowledge Airline Handled Back

+ Input Services
+ Output Services
+ Correction Services
+ User Maintenance

Correction Form

Status Number

Agent's code Airline's Code

AWB No. Origin Destination Date of AWB Issue

Air Waybill weight and/or charges have been corrected/added as follows:

Weight	Revised/Corrected Weight	Original/Incorrect Weight
Weight Unit <input checked="" type="radio"/> Kilo <input type="radio"/> Pound	<input type="text" value="60.00"/>	<input type="text" value="45.00"/>

CHARGES	Revised/Correct		Original/Incorrect	
	Prepaid	Collect	Prepaid	Collect
Currency	<input type="text" value="AUD"/>			
Weight Charges	<input type="text" value="450.00"/>	<input type="text" value="0.00"/>	<input type="text" value="268.75"/>	<input type="text" value="0.00"/>
Valuation Charges	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Commission	<input type="text" value="22.50"/>		<input type="text" value="0.00"/>	
Incentive	<input type="text" value="0.00"/>		<input type="text" value="0.00"/>	
Net/net Amount	<input type="text" value="427.50"/>		<input type="text" value="268.75"/>	
Total Other Charges Due Agent	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Other Charges Due Airline	<input type="text" value="55.55"/>	<input type="text" value="0.00"/>	<input type="text" value="27.00"/>	<input type="text" value="0.00"/>
Total payable to airline ex. VAT	<input type="text" value="483.05"/>		<input type="text" value="295.75-"/>	
VAT/TAX	<input type="text" value=""/>		<input type="text" value="0.00"/>	
Reason for Correction	<input type="text"/>			
Reason for rejection (optional)	<input type="text"/>			

Done Internet

3.2 View Corrections

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

Correction - Iata CASS System - Microsoft Internet Explorer

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

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

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

Search Options

☒ Show Pending / Acknowledged Search for AWB (Optional)
☐ Show Airline Handled
☐ Show All
☒ Only show online-corrections
0239998 - 9992 HQ Test Freight Pty Ltd
Select an Airline
Search

Correction - Overview

Agent	Airline	AWBNumber	Estimated Amount	Org	Dest	Entry	Status	X	Number	
0239998 - 9992	998	12345675	25.00-	SYD	BOM	2008-05-14	Pending	<input type="checkbox"/>	01	Show
0239998 - 9992	998	12345653	20.00-	SYD	WLG	2008-05-22	Pending	<input type="checkbox"/>	01	Show
0239998 - 9992	081	12345723	0.00	SYD	AKL	2007-03-15	Pending	<input type="checkbox"/>	01	Show
0239998 - 9992	998	12345642	75.00-	SYD	AKL	2008-03-13	Acknowledge	<input type="checkbox"/>	02	Show
0239998 - 9992	998	12345701	0.00	SYD	PAR	2007-09-07	Pending	<input type="checkbox"/>	01	Show
0239998 - 9992	998	12345631	0.00	SYD	LHR	2007-08-10	Pending	<input type="checkbox"/>	01	Show
0239998 - 9992	998	12345734	0.00	SYD	POM	2007-09-07	Pending	<input type="checkbox"/>	01	Show

1

javascript: __doPostBack('CorrectionDataGrid\$ctl2\$ctl2','')

Local intranet

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 underlined.

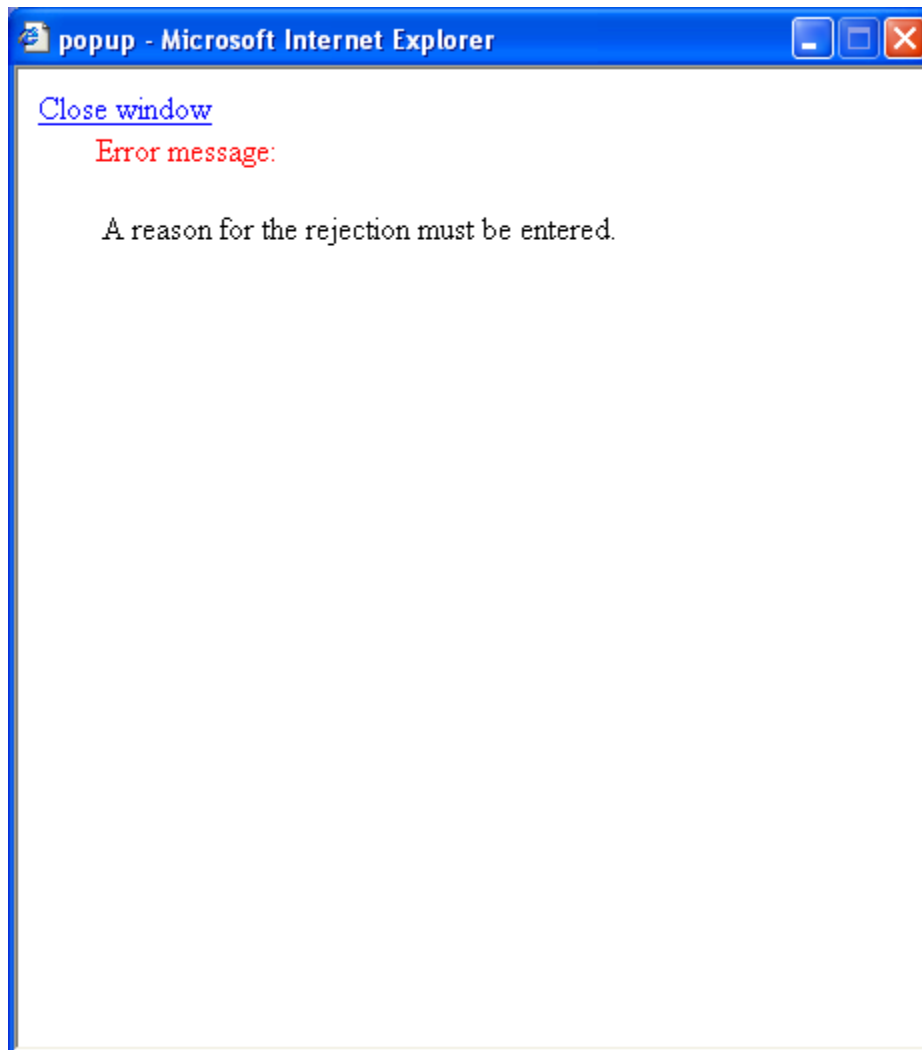
3.2.1 Acceptance

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

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 CASSLink 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 *CASSLink* 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 *CASSLink* 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 *CASSLink* 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

The screenshot shows a web browser window titled "Change Password - Iata CASS System - Microsoft Internet Explorer". The address bar shows the URL "https://casslink-test.iata.org/pages/ChangePassword.aspx". The browser's toolbar includes buttons for Back, Forward, Stop, Home, Search, Favorites, Media, and a Go button. Below the toolbar, there are links to various IATA services: IATA-Japan, IATA Webmail, SIN Intranet, IATA Intranet, IATA-Mail, Mapion, TJ Web News, タウンページ, 時事英語, 週間天気, and 日経新聞. The main content area features the IATA logo at the top. Below the logo, the user is identified as "User: AU_ABC1234" and the CASS operation is set to "AUSTRALIA". There are links for "Sign out", "Home", and "Help". On the left side, there is a navigation menu with "Output Services", "Correction Services", and "User Maintenance" (which is expanded to show "Change Password"). The main heading is "Change Password". Below this, there is a message: "When changing your password, your new password must conform to Security requirements. Those requirements are as follows:" followed by a bulleted list: "It must contain eight alphanumeric characters." and "It must contain two numerals." Below this, there is a suggestion: "Suggestion: To make it easy to remember, your new password should consist of:" followed by a bulleted list: "Two three-letter words and two numerals." At the bottom, there are three input fields: "Old Password", "New Password", and "Retype New Password", each with a password mask (eight dots). Below these fields is an "Update Password" button. The status bar at the bottom of the browser shows "Local intranet".

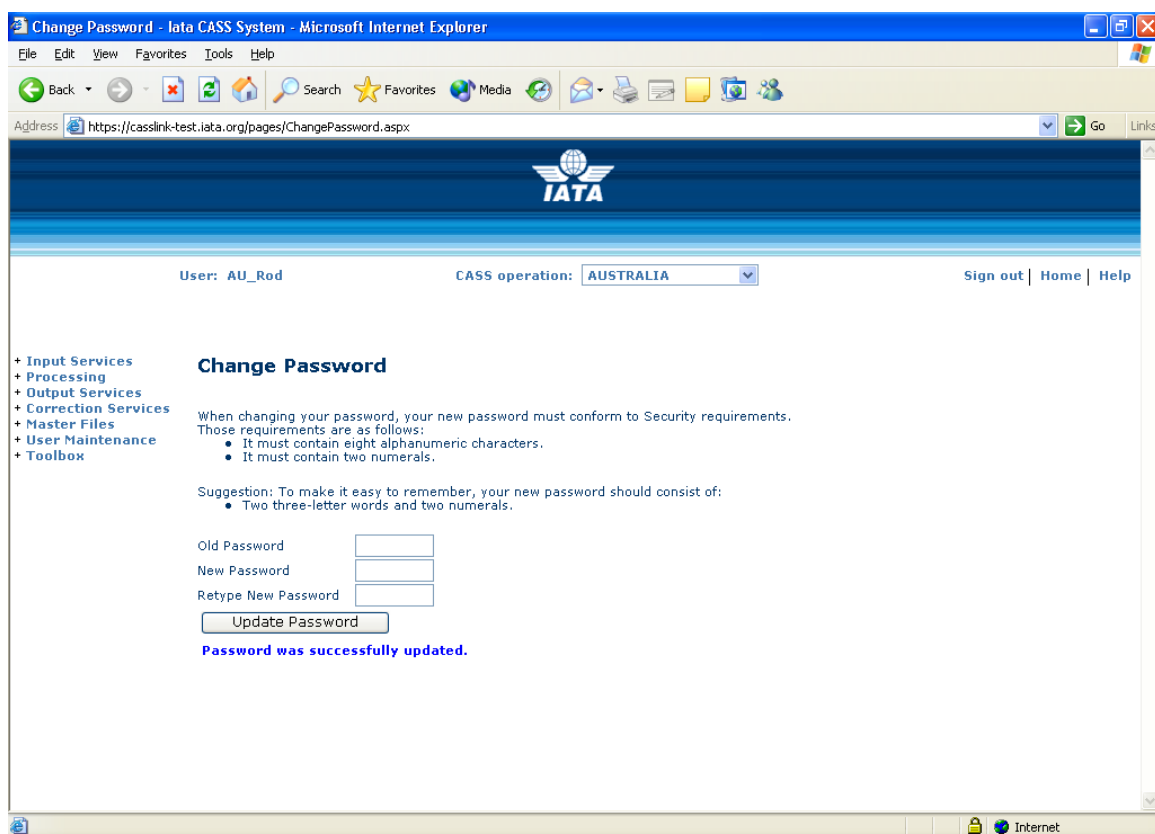
If the User has failed to enter the Password in the correct format, or entered the Password incorrectly, one of the following error messages may be displayed:

- ◆ **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.



5. Stock Management

CASSLink 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?

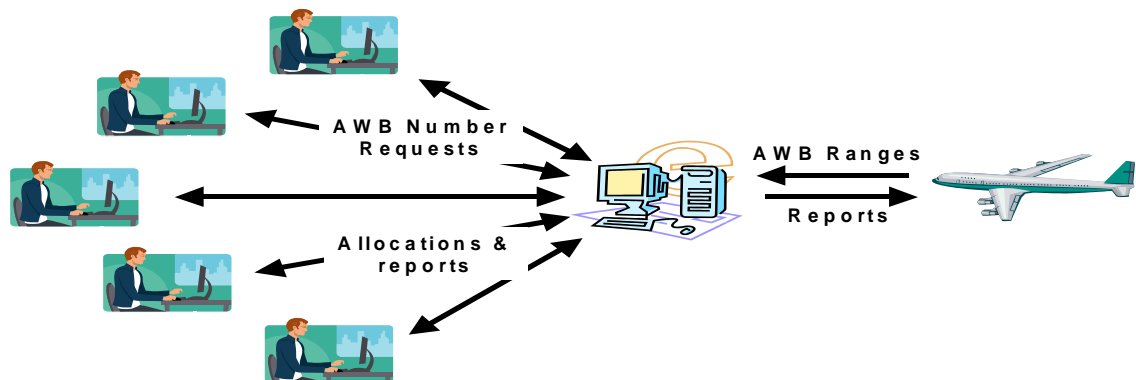
If the answer is YES, then the CASSLink Stock Management system is your solution

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 your 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	<p>There are twenty-four (24) Billing Periods each calendar year ie. two (2) per month.</p> <p>These are: 1st to 15th and 16th to last day of month (28th, 29th, 30th 31st)</p>
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 <i>CASSLink</i> each Billing Period
Username	Log-in identification to access <i>CASSLink</i>

7. 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.

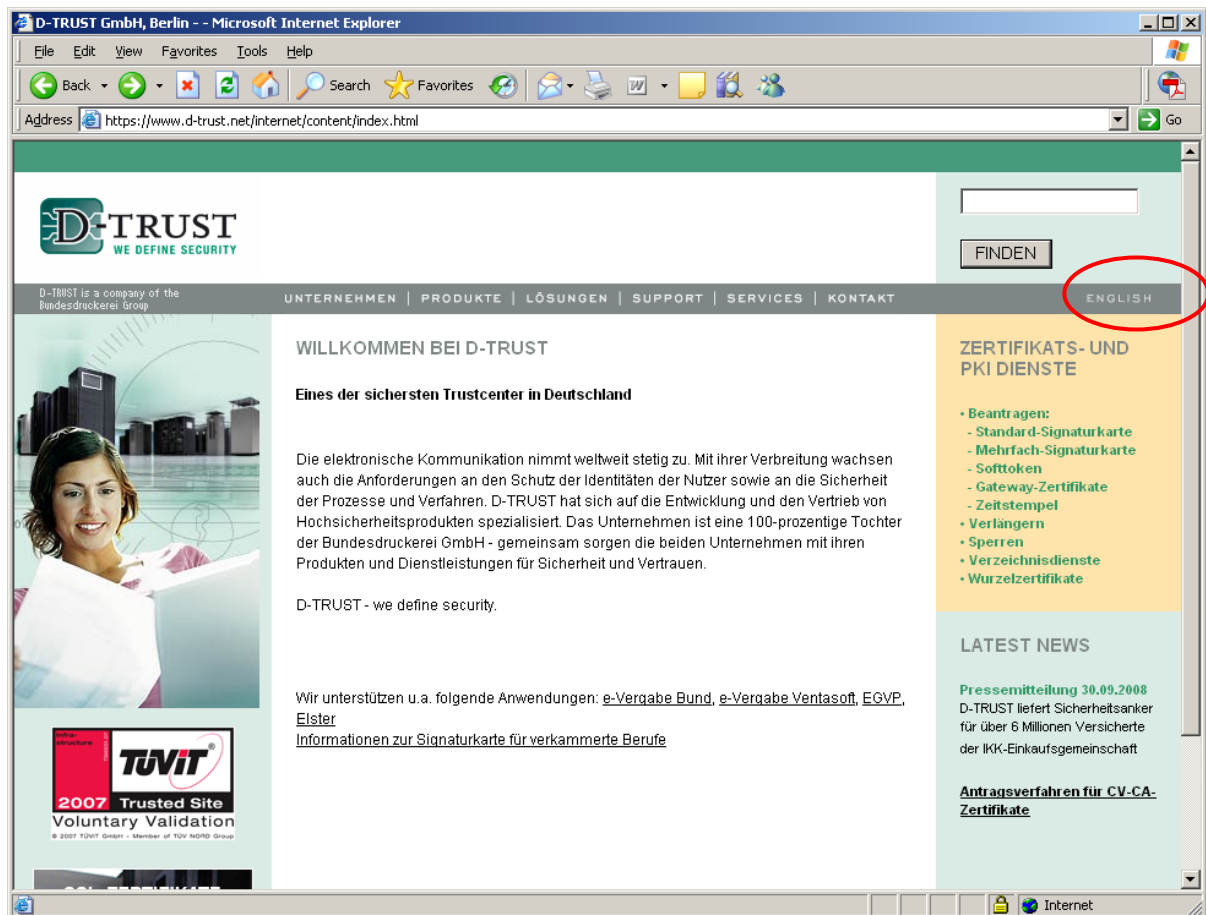
- AD** - Add Record (used of CCR/DCR record line)
- DL** - Deletion Record (used for CCO/CCO record line)
- NC** - No Commission paid on Weight/Valuation Charge
- LT** - Late Submission (AWB Execution Date in previous Billing Period)
- SR** - Service AWB (system will process the shipment even if no weight charge is shown)
- VD** - Voided AWB

Appendix A – Trust Certificates

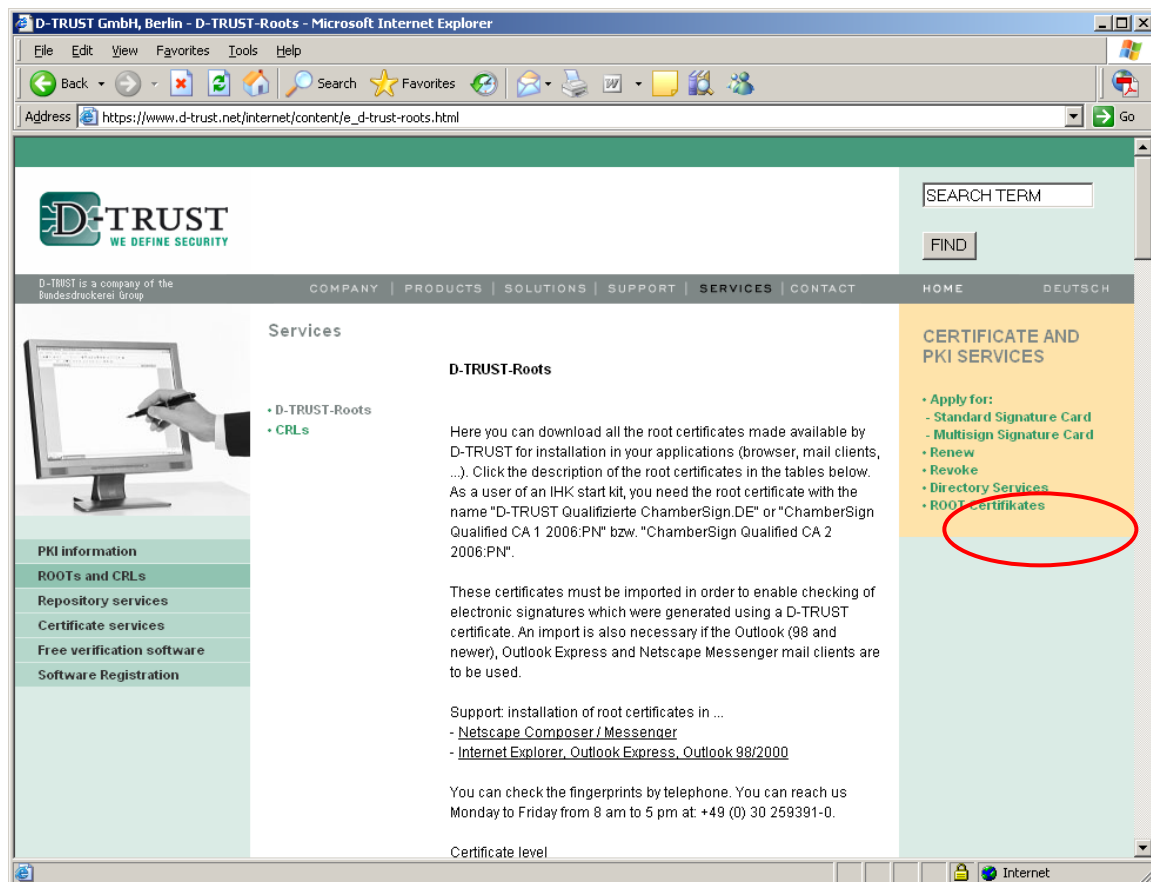
Loading Trust Certificates Into Your Adobe Viewer Application

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

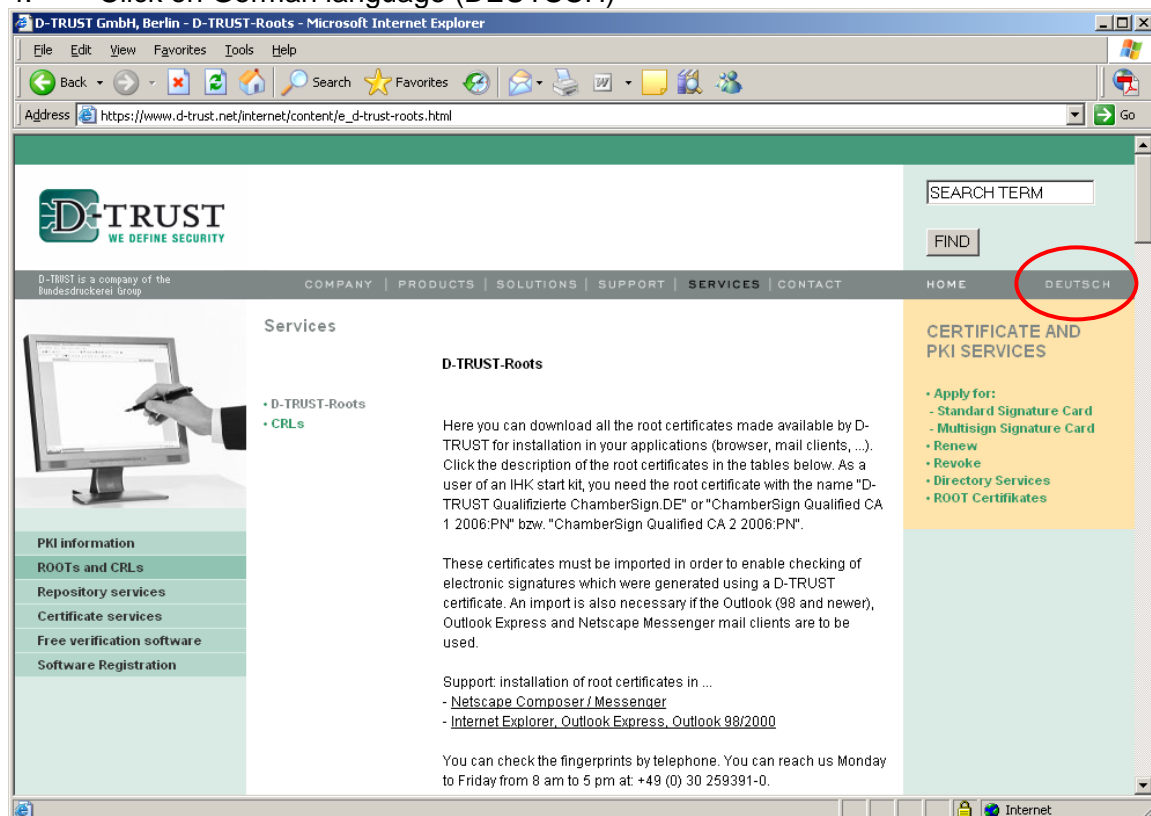
1. Download the certificates from the D-Trust website by going to the www.d-trust.net
2. Choose the English language (top right hand corner)



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

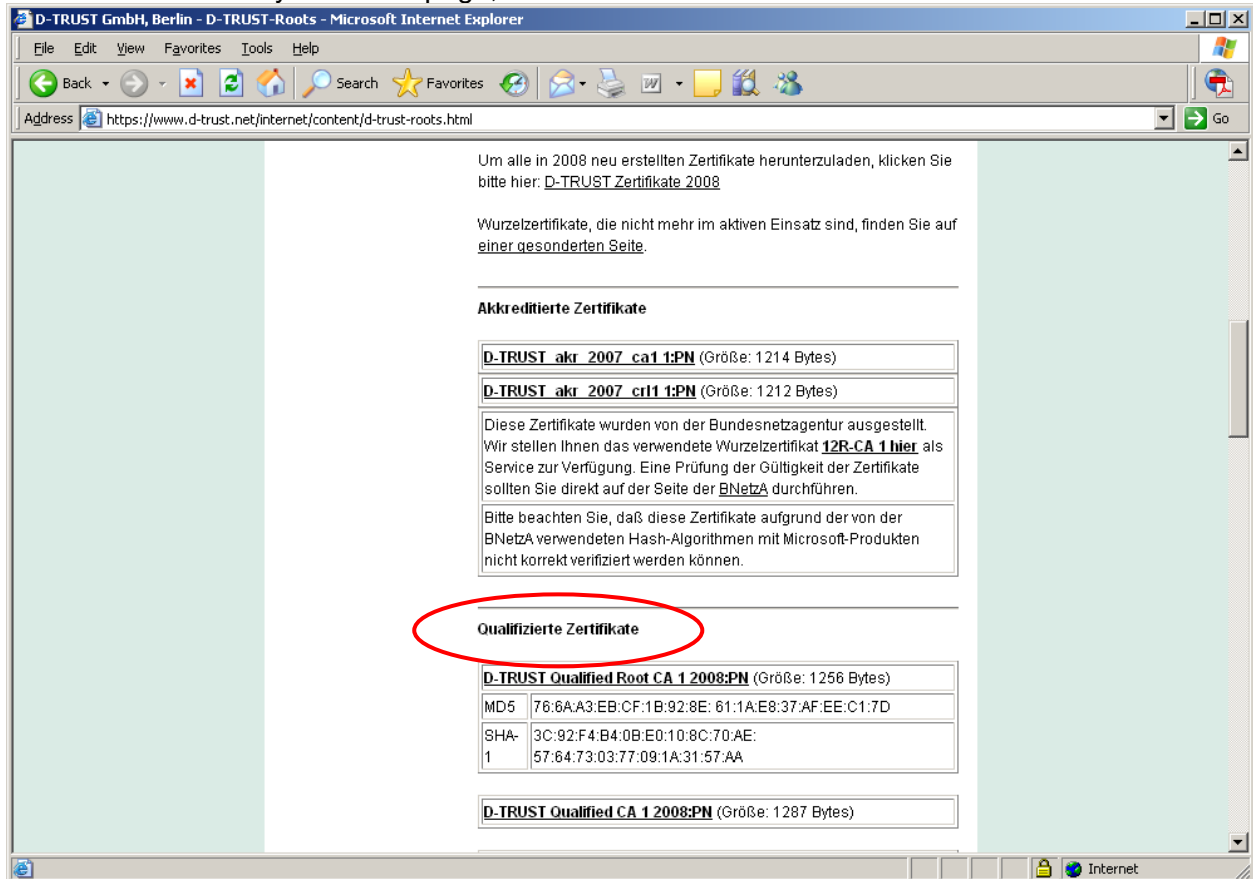


4. Click on German language (DEUTSCH)

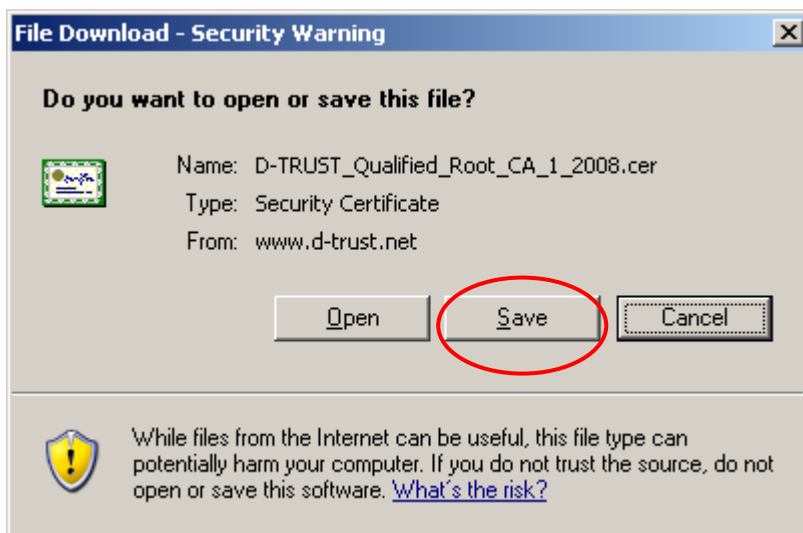
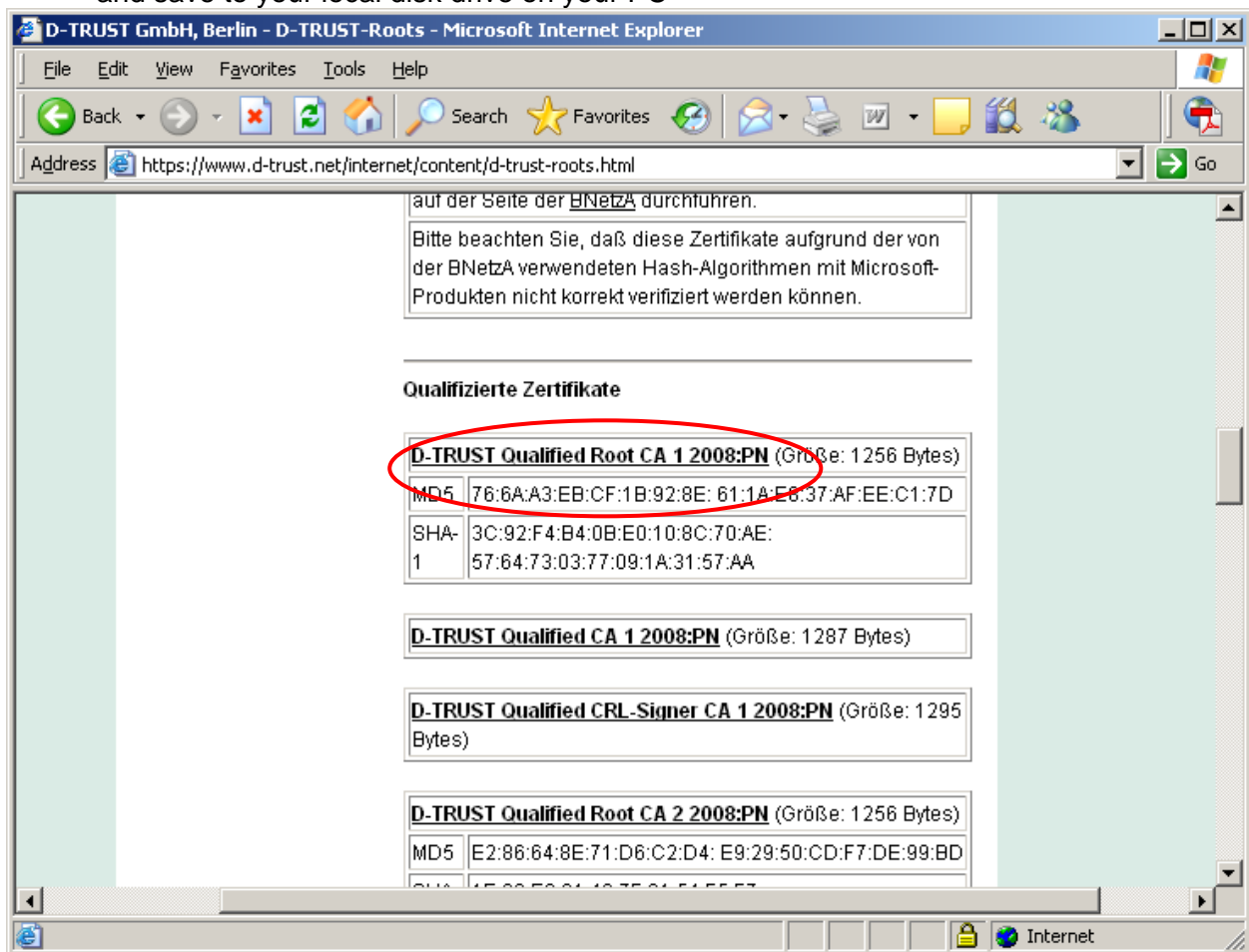


(You need to go back to Deutsch as the correct certificates are not visible in English)

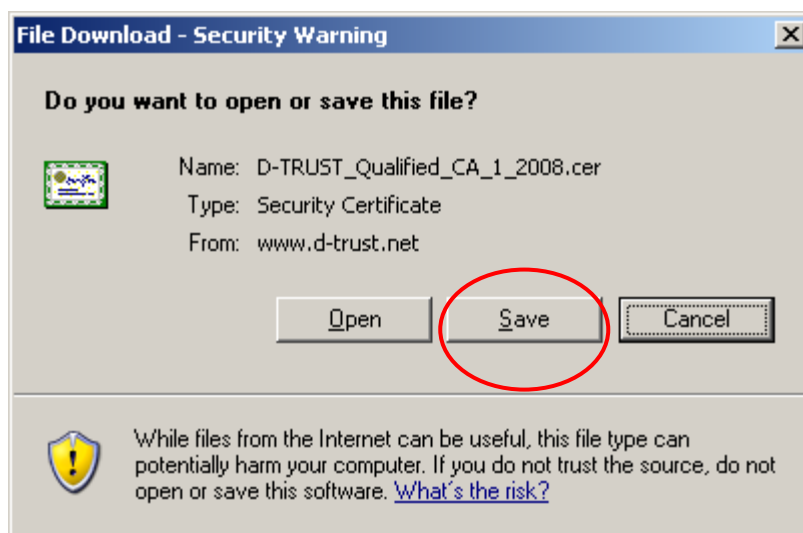
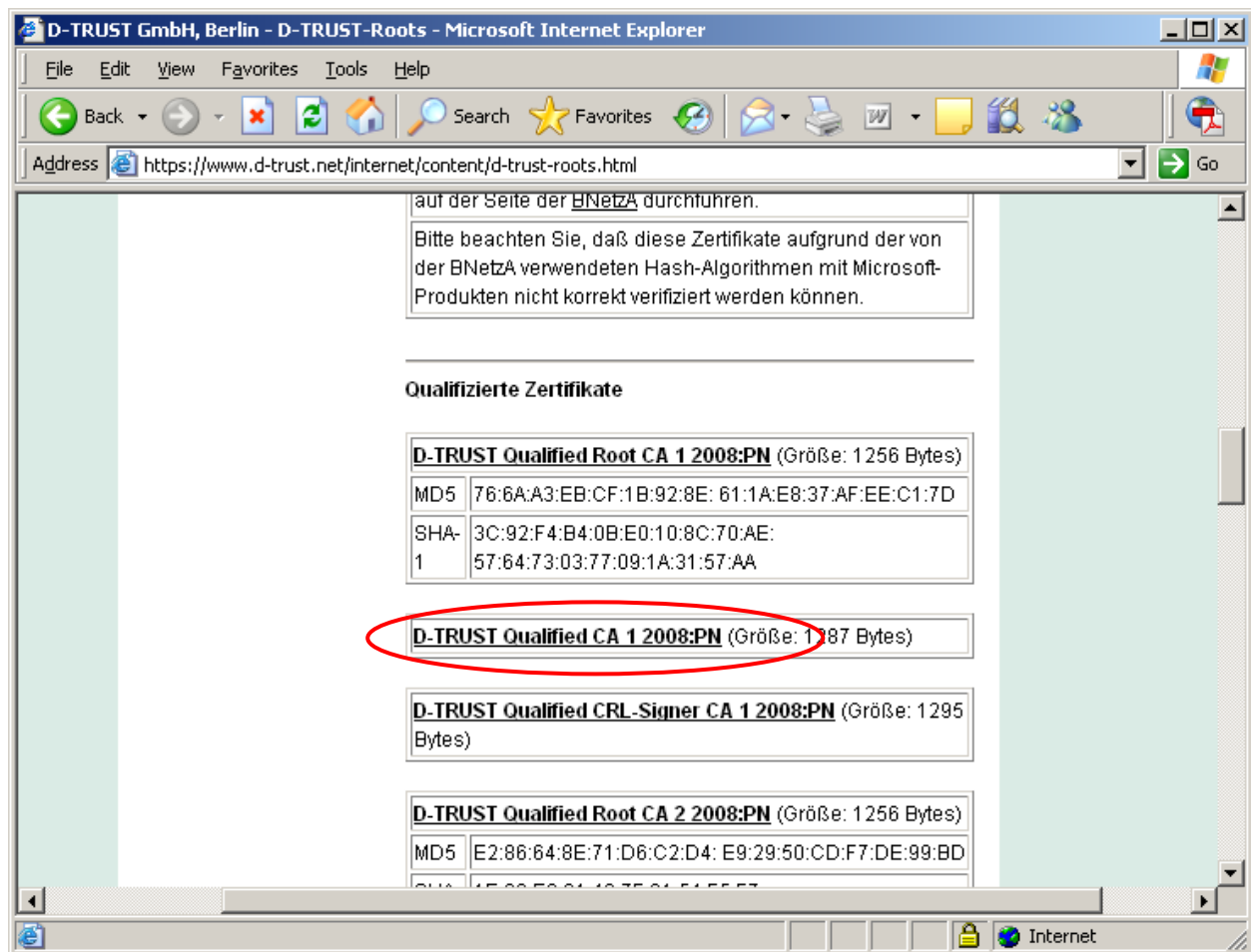
5. About half way down the page, click on the “Qualifizierte Zertifikate” link



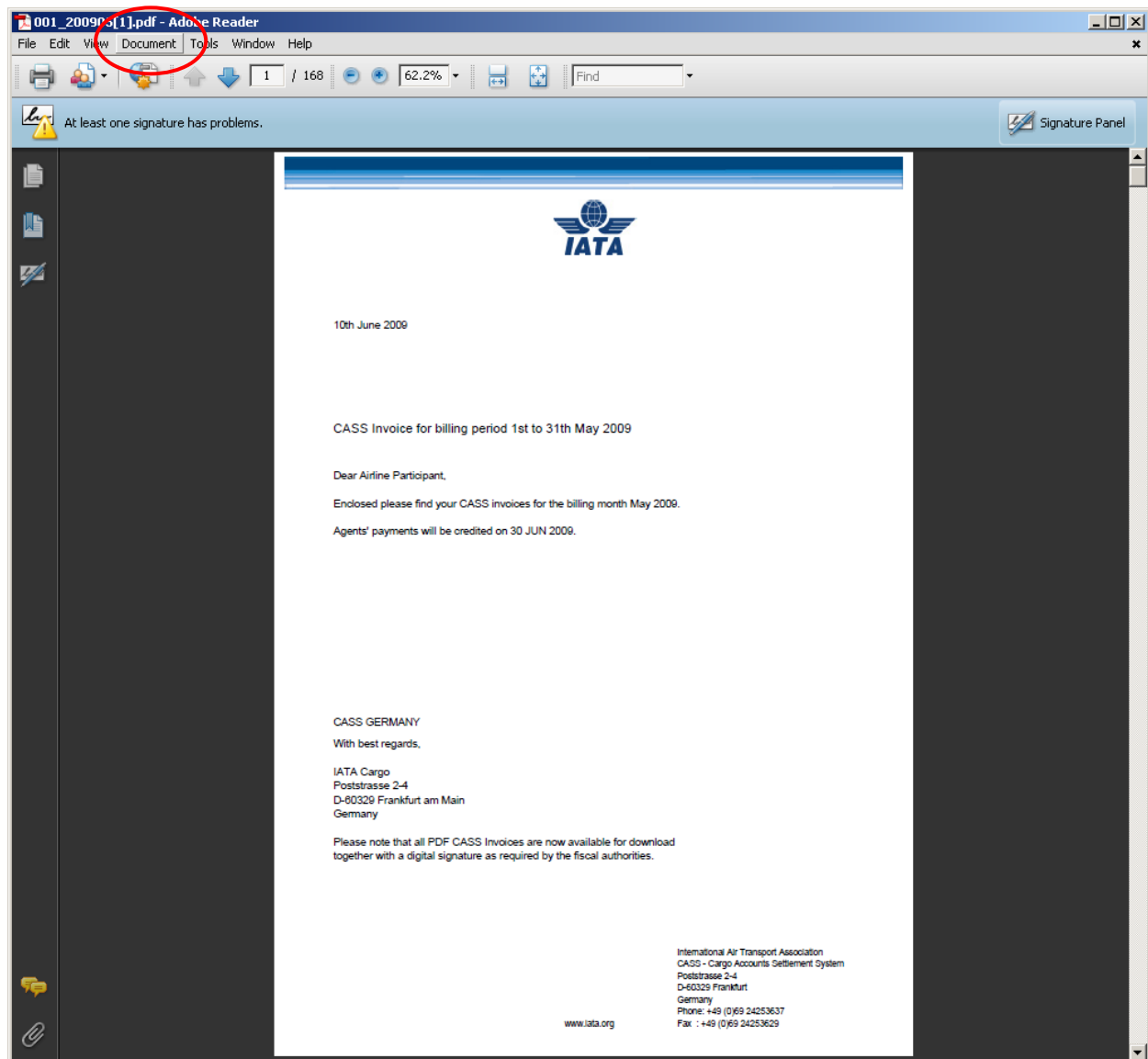
6. Click on the “**D-TRUST Qualified Root CA 1 2008:PN**” link to download the certificate and save to your local disk drive on your PC



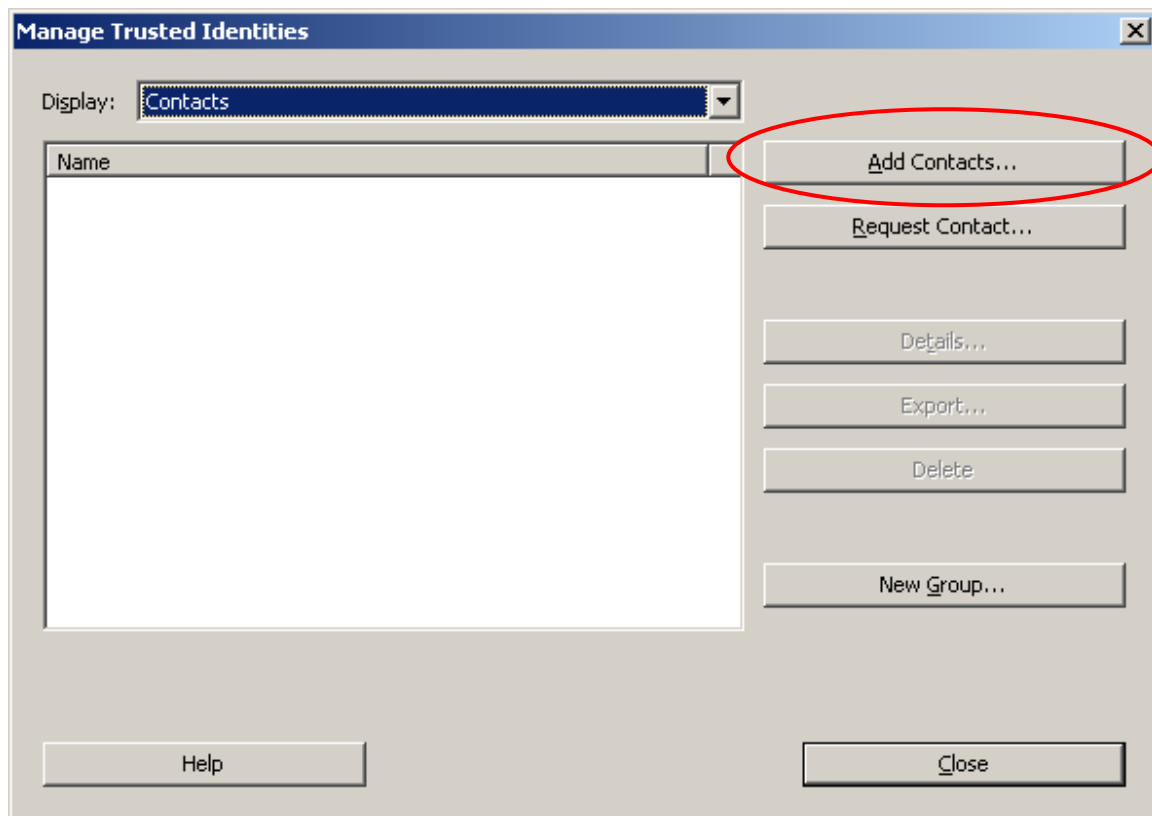
7. Click on the “**D-TRUST Qualified CA 1 2008:PN**” link to download the certificate and save to your local disk drive on your PC



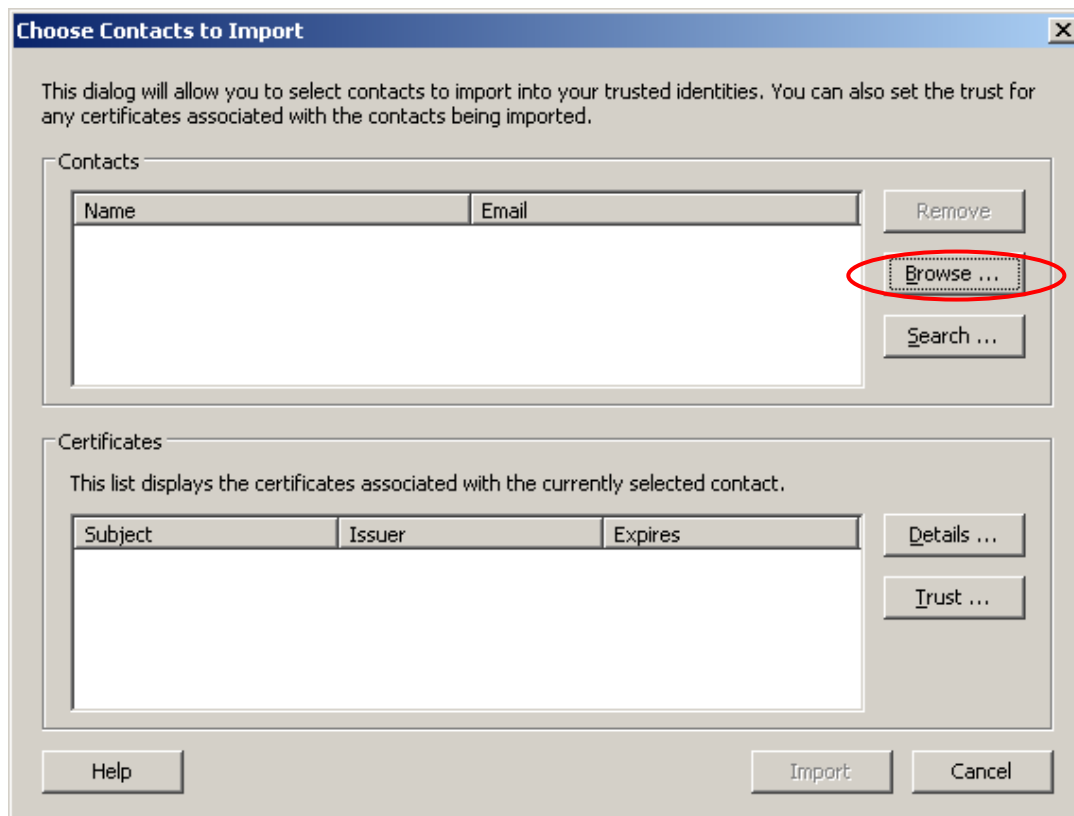
8. Within the Adobe Reader (open your signed PDF document), from the main menu along the top of the window, select “Document – Managed Trusted Identities...”



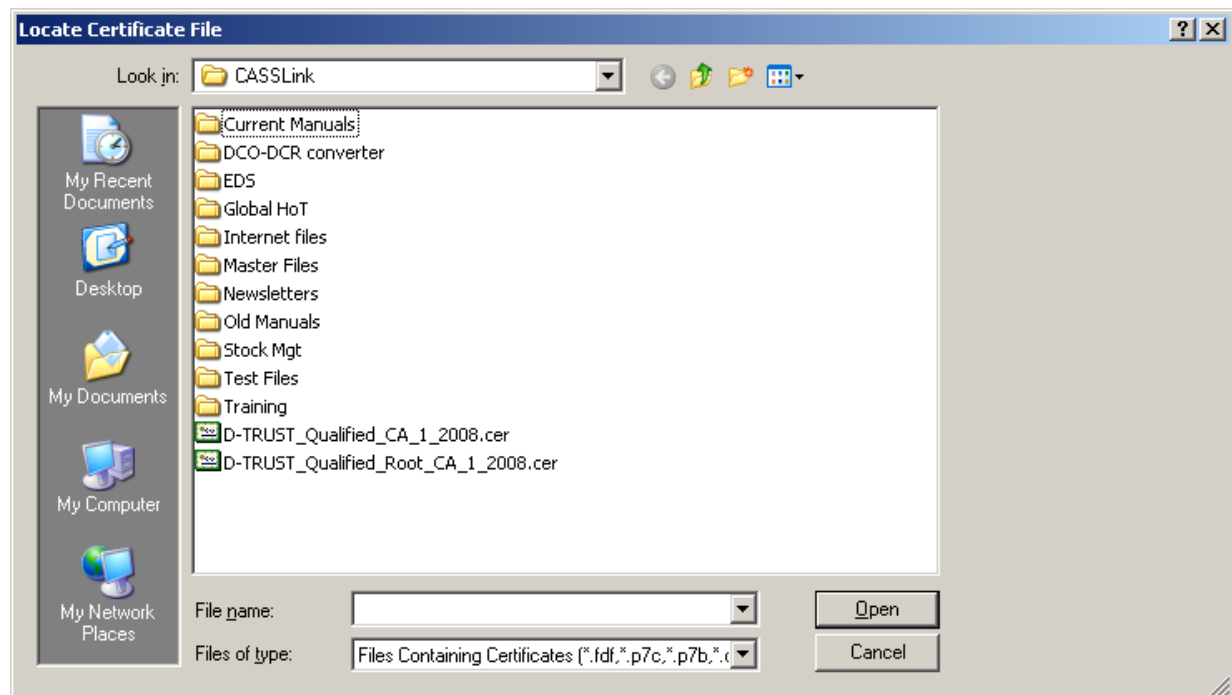
9. Click on the “Add Contacts...” button



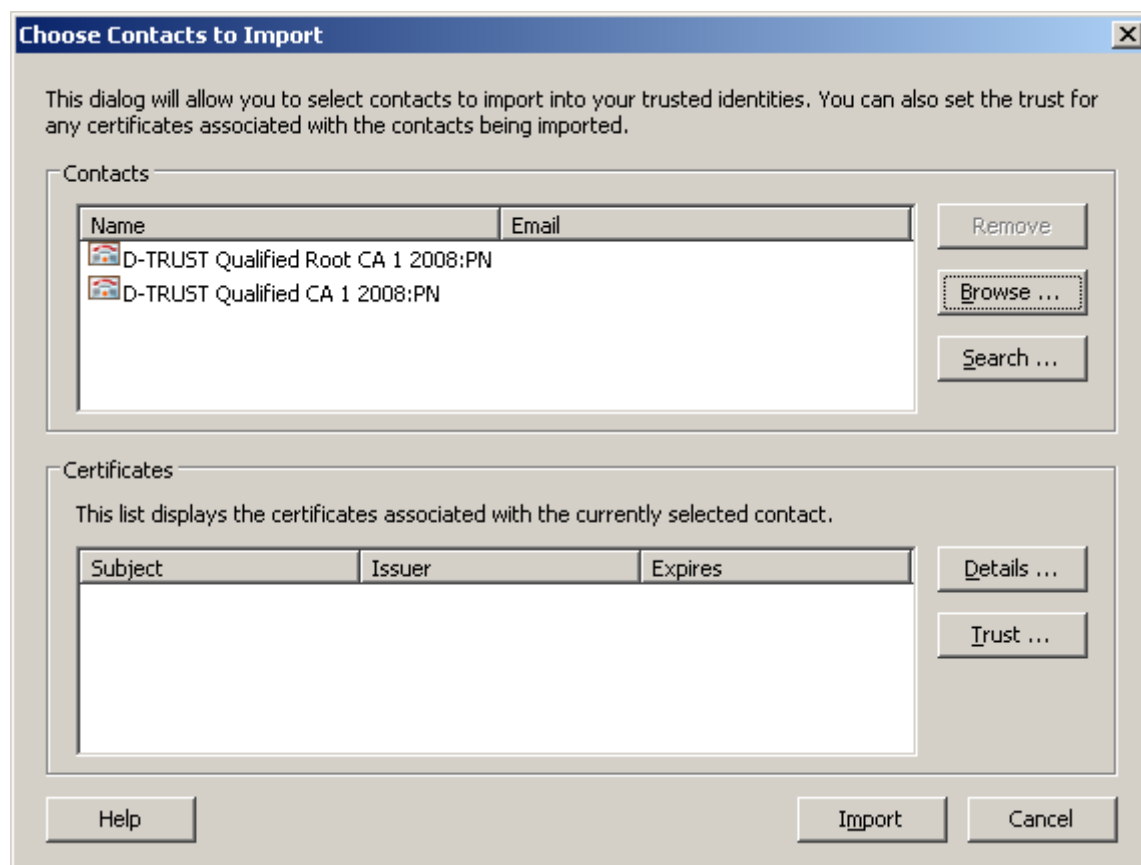
10. Click on the “Browse...” button



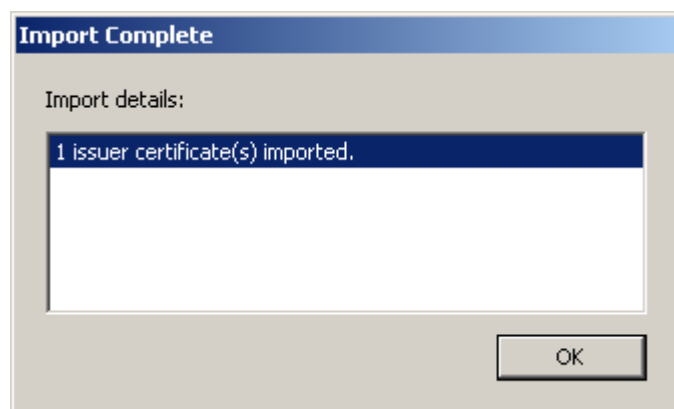
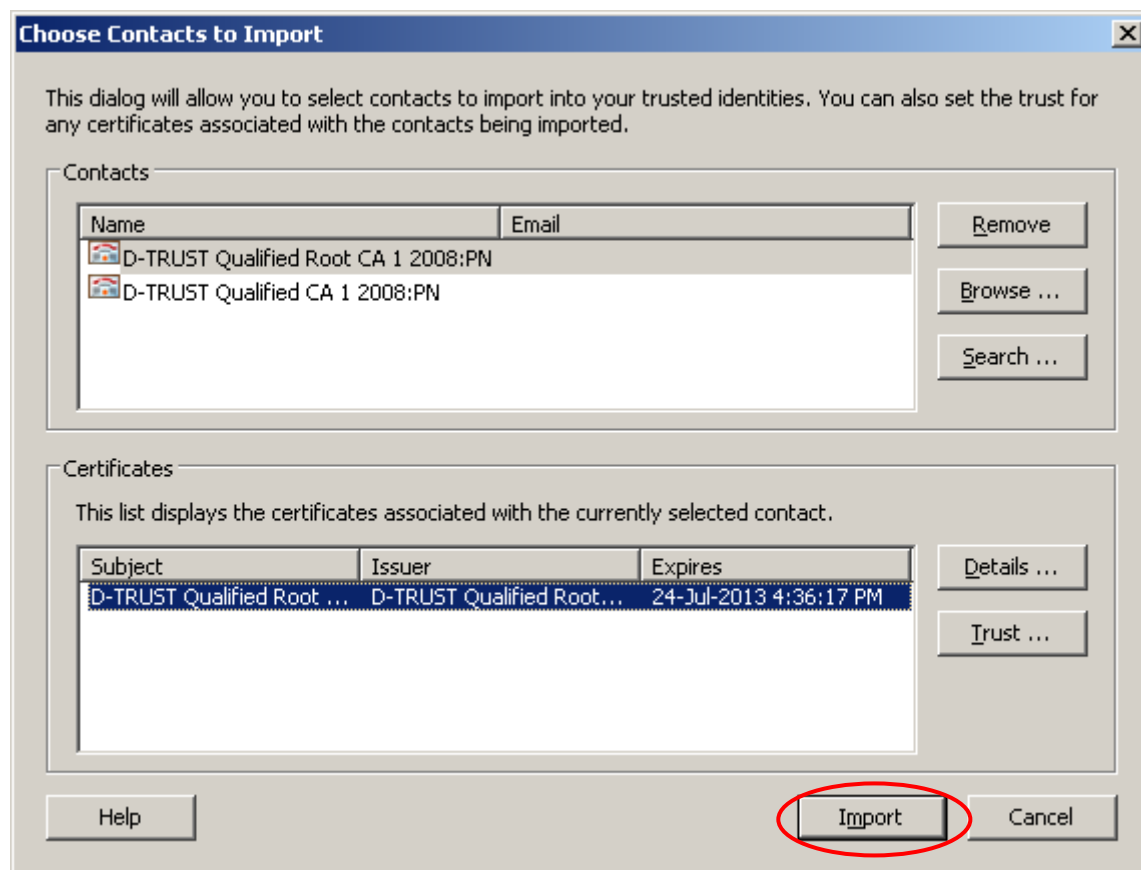
11. Browse to the location where the certificate files were saved to on your local disk drive



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.

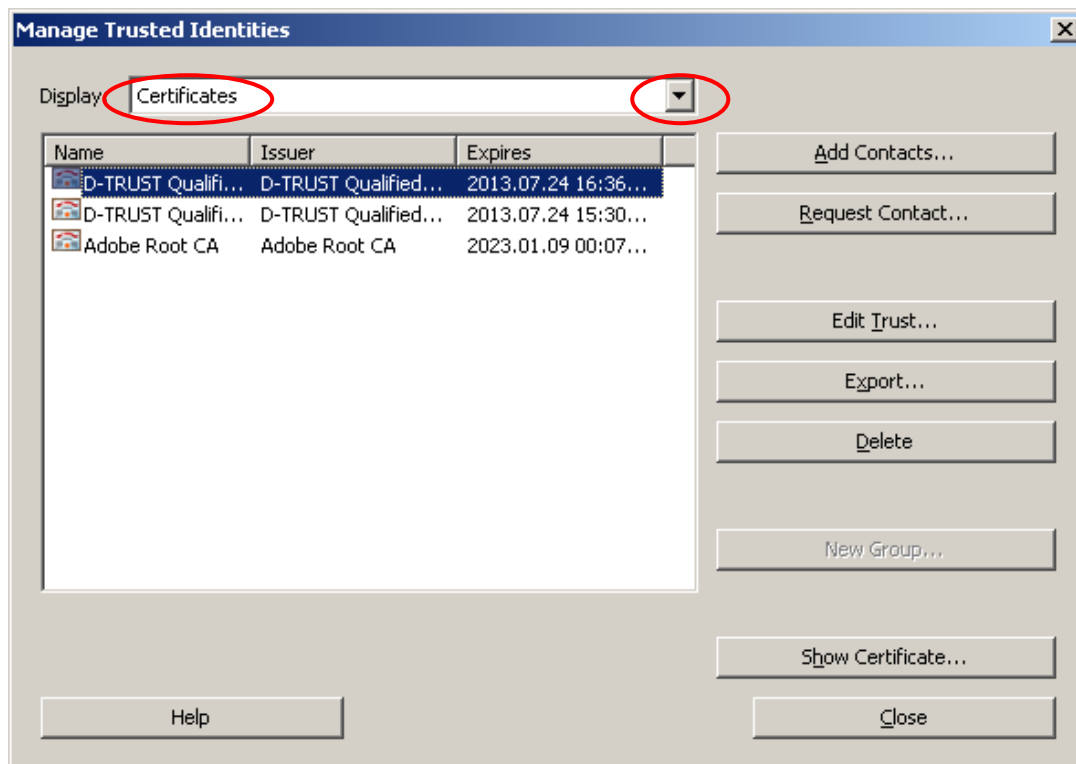


12. Select the entry in the Contacts pane and then click on the “Import” button

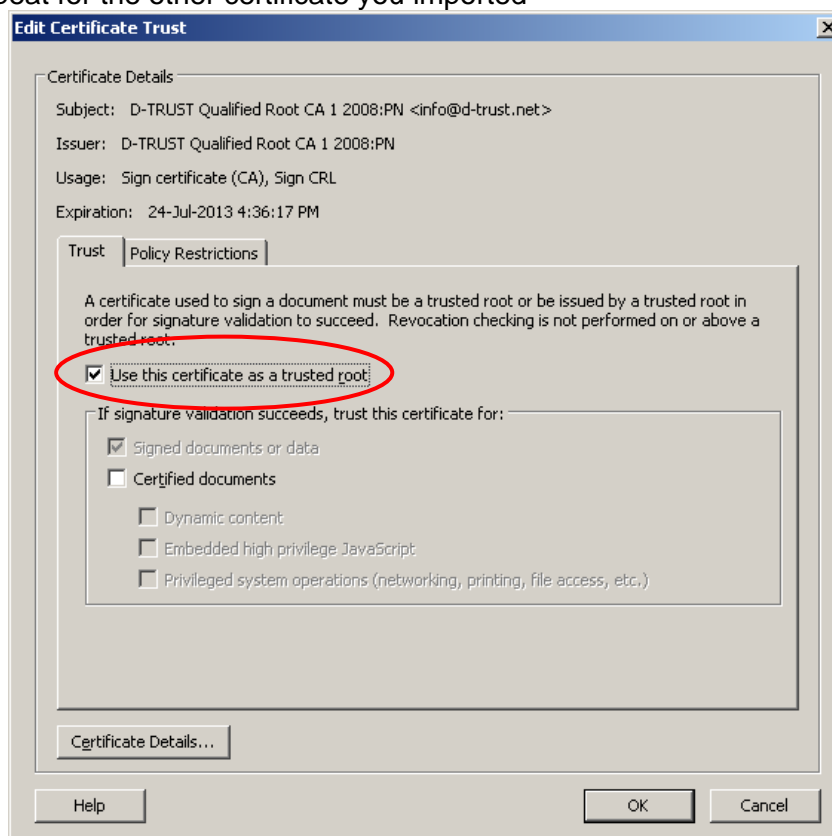


13. Repeat for the second of the certificate files saved to your local disk drive

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



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



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



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

