CASSLink AWB Stock Management System
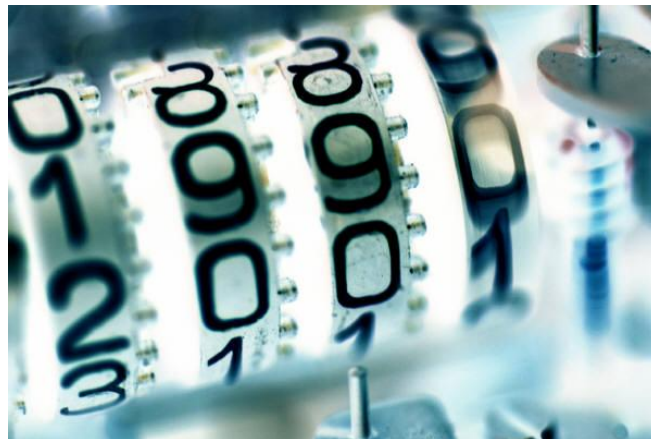
CASS & Airline

User Manual

Version 3.0

(for CASS*Link* Version 3.3)

Table of Contents

Introduction

Fully integrated within CASS*Link*, the "CASS*Link* AWB Stock Management System" simplifies the process of Airline issuance of Neutral AWB numbers to forwarders. The system is On-line and linked to the file upload mechanism, providing operational stock allocation information and AWB auditing capabilities.

Airlines remain in control of their AWB Serial Numbers allocation through management of the volumes and maximum allocation levels within the system to each appointed agent.

The AWB Stock Management System is provided as an optional "pay as you use" service to Airlines.

Key Features

- Carrier defined allocation relationships for each agent

- On-line dynamic reporting

- Agent on-line number request and allocation

- Auto generated allocation messages

- Agent branch or consolidated allocation option

- Low stock warnings

- Targeted audit of non-processed AWBs through on-demand reporting

CASS*Link* AWB Stock Management System
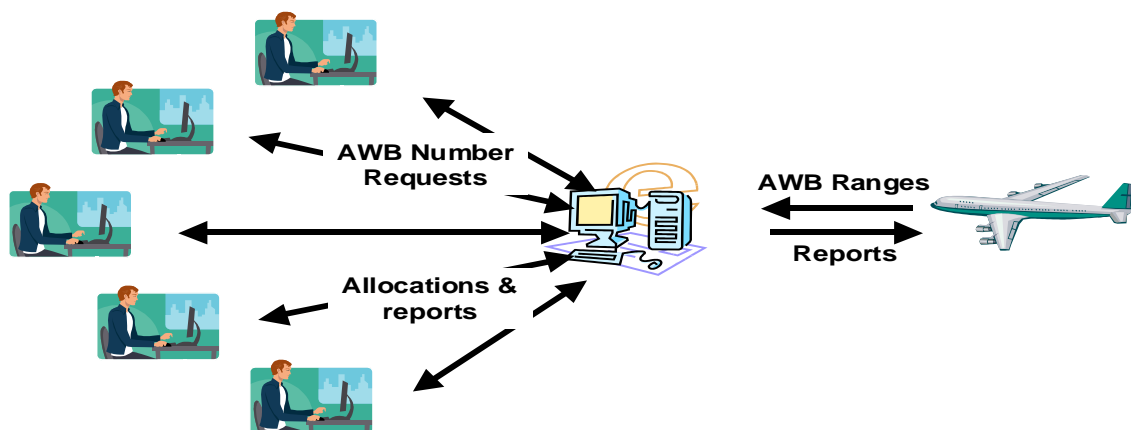
1. Initialising Stock Management

The Stock Maintenance menu items are only visible in CASS operations where the Stock Maintenance checkbox is set in Master Files – CASS Operations.

The Neutral AWB Amount is currently used for Belgium and Japan only. In these operations, Airlines refund an amount per AWB to selected agents, via CASS*Link* invoice.

2. Airline Activation

2.1 Activating Airlines in the Stock scheme

Airlines are set up for the stock scheme through the master files the Stock Maintenance Tab.

|	
Stock Management	Setting this checkmark will activate the airline as a stock airline. A relationship will be created for all existing stock agents (see below).
Global Range	Entering a COUNTRY CODE will disable the functionally to assign number series for this airline in this country (see 1). Instead numbers will be allocated from a mega range set for this airline in the country stated in the box.
Separate Express Ranges	By setting this checkmark the stock airline will be able to enter a second range of numbers from which the agents can select. This could be used for EXPRESS or even PRE-PRINTED AWBs.
Standard Allocation	Relationships will be created for all existing stock agents with this amount as default allocation and as maximum allowed unused numbers. Carriers can adjust as per section 5.1.

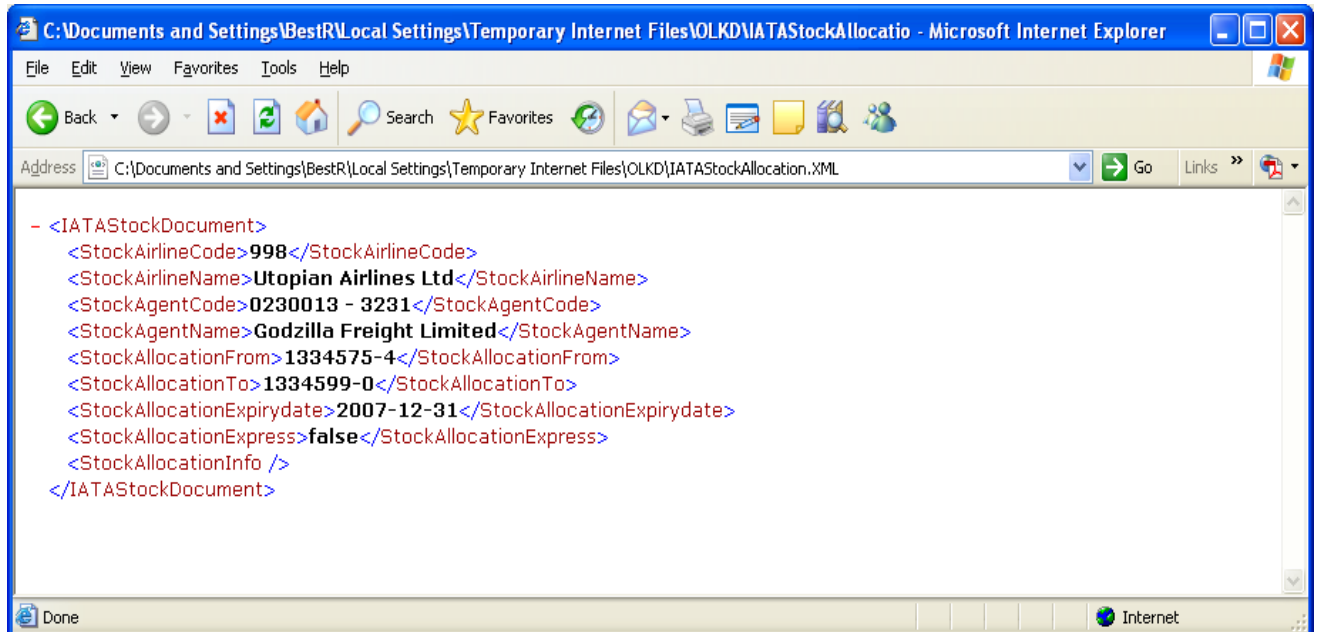| Range Warning level	Airlines can specify a Warning notification amount up to 9,999. When all open ranges are below this value an operation message to Cargo Managers will be displayed at the login home page.
Stock Email	Up to 3 email addresses may be entered. These addressees will receive allocation notices.
Allow	Applicable only to CNS (CASS US). In non-CNS countries – all boxes should remain ticked.
XML Email	Option to receive XML messages by email to "Stock Email" recipients. The XML message may be used to upload allocation data into the Airline or agent accounting system.
Lock Allocation	This option allows the airline to lock allocations to the individual Agent's Std. Allocation amount. Example – Agent A has Std Allocation or 25. The Agent may only request stock when there the Max Unused and Unused differ by 25, allowing the Agent to receive 25 numbers. The system will not allow the agent to receive 20 or 30 numbers.

2.1.1 Stock Email

The recipients of Stock Emails may differ from the recipients of billing and settlement reports in many organizations. Where the billing and settlement reports are generally required by accounting or management, the Stock Allocation notifications will be an Operations requirement.

Therefore it is important that Airlines nominate the most appropriate recipients of Stock Allocation notifications.
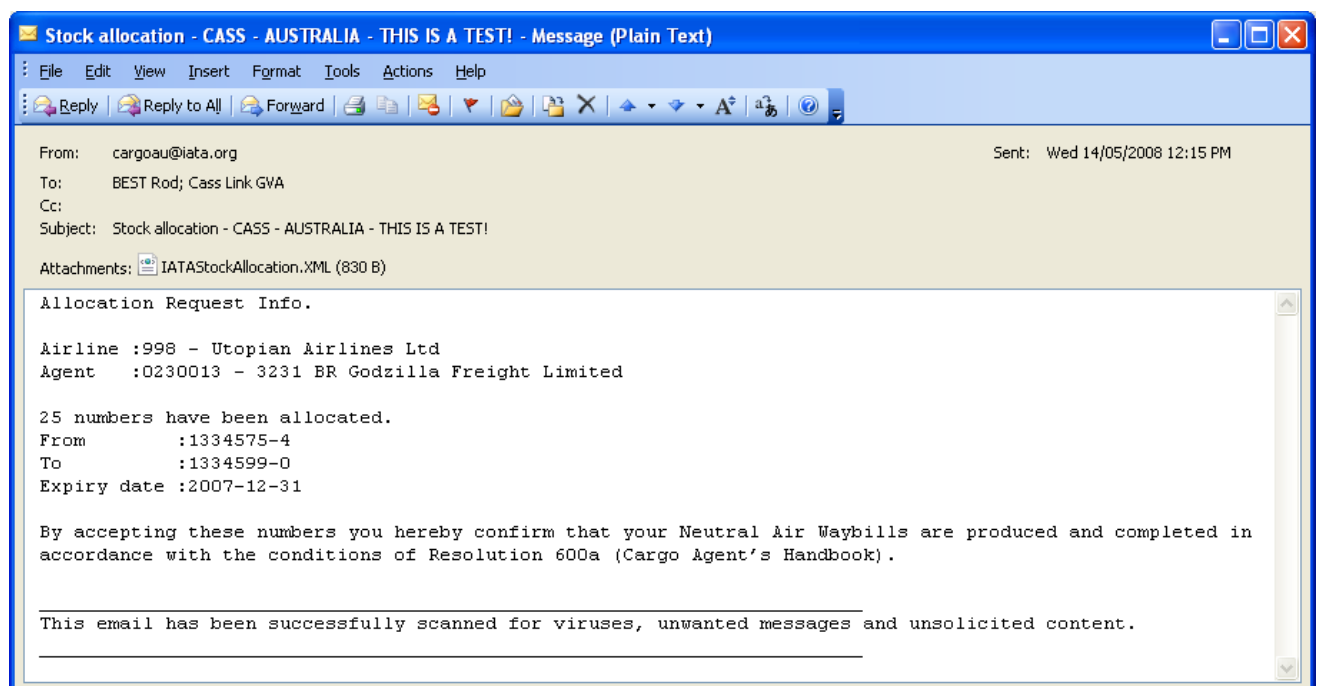
2.1.2 XML Email

This feature allows Airlines (and agents) to receive additional Allocation notification in the form of a XML message attachment. This can then be uploaded into the Airline stock management or accounting system thus removing the need to input allocation information manually. See example message below.


```
- <IATAStockDocument>
    <StockAirlineCode>998</StockAirlineCode>
    <StockAirlineName>Utopian Airlines Ltd</StockAirlineName>
    <StockAgentCode>0230013 - 3231</StockAgentCode>
    <StockAgentName>Godzilla Freight Limited</StockAgentName>
    <StockAllocationFrom>1334575-4</StockAllocationFrom>
    <StockAllocationTo>1334599-0</StockAllocationTo>
    <StockAllocationExpirydate>2007-12-31</StockAllocationExpirydate>
    <StockAllocationExpress>false</StockAllocationExpress>
    <StockAllocationInfo />
  </IATAStockDocument>
```

2.2   Airline Stock Operational Messages
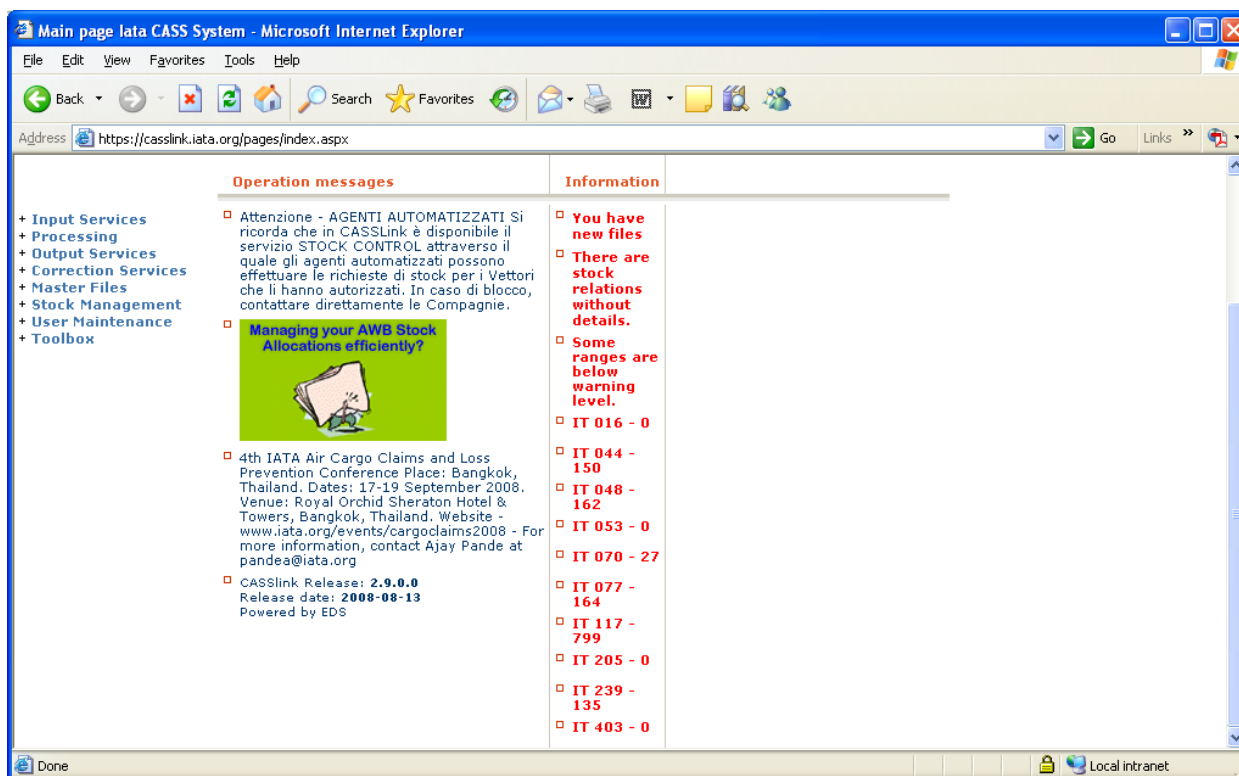
Stock Messages will appear on the home page under the **Information** column.

Messages include:

- "There are stock relations without detail" – this occurs when a new agent has become active for Stock and an airline needs to determine what, if any, stock can be allocated to it. A new Stock Agent will have a "-1" initially reflected in the MAX UNUSED column. The airline must edit this to any number including "0". Once the "-1" has been replaced the operational message will no longer be shown.

   By changing the "-1" to "0", the agent will be "blocked" ie. not able to request stock and the Information message will no longer be shown.

- "Some ranges are below warning level" – received when an open range for a carrier has fewer AWBs available than the Range Warning level set in the Airline Master File table. Once the carrier enters a new range with sufficient AWB numbers available the Information Message will no longer be shown.

   By clicking the Information Message, the User will be taken directly to the appropriate screen.

3.   Activating Agents in the Stock Scheme

Agents can be set up in the stock scheme through the master files in a new TAB - Stock Management.

Stock Maintenance	Setting this checkbox will activate the agent as a stock agent. A relationship will be created for all stock airlines (see below).
	The relation will be created with a maximum of unused number of -1. This will trigger an operational message on the LOGIN home page to the stock airlines (and Cargo Managers) alerting that there are stock agents with undetermined allocations.
	The airline or Cargo Manager will need to edit the allocation relationship with the particular agent.
	When an Airline user or Cargo Manager has no undetermined relations the message will disappear.
Consolidated allocation	No longer applicable
Stock Email	Up to 3 email addresses can be entered. They will receive all stock related messages regarding allocations.
Rating	Only applicable to CNS (CASS US). For all other countries, box should remain blank.
XML Email	Option to receive XML messages by email to "Stock Email" recipients. The XML message may be used to upload allocation data into the Airline or agent accounting system.

4. Airline Ranges

4.1 Airline Ranges – Normal AWBs

This screen is available to airlines for entering ranges from which agent allocations are made. Ranges cannot be entered by airlines that are part of a "Global Range" for another country as marked "Global Range" box in the Airline Master File.

Airline Selection	The airline is pre-selected if the user has only one airline assigned
View Options	By default only "open" allocations are shown. All allocations can be viewed by unclicking the checkbox "Show only open allocations".
"Normal" Range	Entered as **From** and **To** without modulus-7 check digit. When entering a range the system calculates modulus-7, sets the next available number and the number of unused numbers. When allocations are taken from a range the next number and number unused are updated.
Express Range	Allows Airlines to create and allocate a separate range for allocation.
Expiry Date	Allows the Airline to stop Stock allocation from the range after the Expiry date. This does not stop previously allocated stock from being used by agents or being billed in CASS*Link* processing
"Close Range"	Close will Close the range and exclude this range from further allocations. Closed Ranges can only be re-opened by the CASS*Link* Helpdesk.
Reports	The XLS button will create an excel overview of all the ranges for the selected airline.

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

Note: Where an airline has entered more than one range of stock numbers, when a request for stock by an agent is too large for the first open range, the system will automatically allocate stock from the larger second range. Stock remaining in the first range will be allocated to the next agent request that is within the number remaining in that range.

4.2 Airline Ranges – Express AWBs

If the EXPRESS RANGE box in the Master table is checked for a carrier then they can enter a second range as per below.

EXPRESS RANGES are indicated separately in the column titled EXPRESS (3 above).

Examples for Express Range uses can be:

- Allocation of Airline master AWB's
- Service freight
- Emergency allocation
- Identifying specialised shipments
- Express shipments
- Special handling identification
- Separate range for CASS Associates or Intermediaries

5. Airline/Agent Relations

5.1 Airline Stock Relationships

This screen is available to airlines and shows the relations they have with each stock agent.
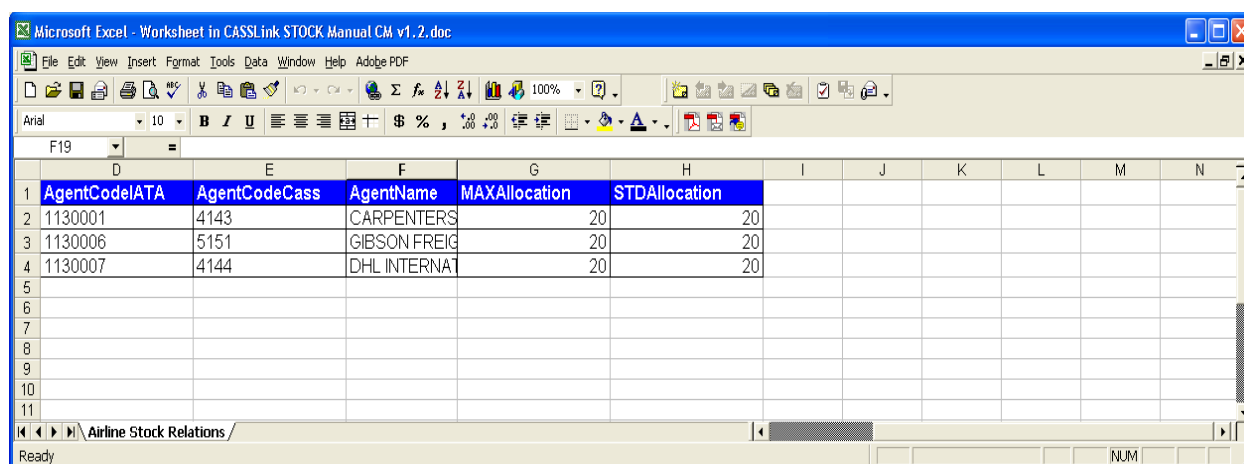
- The airline is pre-selected if the user has only one airline assigned

- Agent Search – The Agent Search facility allows Airlines to search for agents by either agent code or name, by entering either full or partial data into the search box and clicking "Search".

- Active Only check-box to limit view to Active Stock Agents only. Default is "Un-Ticked". By Ticking, Agents with Max Unused = 0 will not be shown in the Stock Relations list

- The table lists all stock agents (see Active Only option above) and for each agent the airline can see (and change) how many unused numbers the agent may hold and how many are allocated at a time. Clicking the edit option allows changes to be made. By managing the relationship between the "Std Allocation" and "Max Unused", the Airline can control the number of "Unused" serial numbers each agent has and at what point the agent may re-order.

- Express and regular AWBs are reflected under separate columns.

- "Unused" shows the current number of available numbers for each agent. The total number of Unused AWB's may prevent an agent being able to request an allocation. It is important that agents and Airlines process all AWB's through CASS*Link*, including all "Void" and "Service" AWB's.

Note: AWB's remain flagged as "Unused" until processed in CASS*Link* following the uploading of Billing files by the Airline and the completion of Daily Processing.

- Details will be stored in a table showing the actual airline allocations for the selected agent (see below).
- The XLS button will create an excel overview of all the relations for the actual airline.
- The PDF button will create the same in a printable PDF report format.
- If Stock is not allocated to an Agent at all by the airline, change the Max Unused from -1 to 0 (zero). Then the Agent will only be listed when the "Active only" box is un-ticked.

Clicking the details option for an agent reveals the allocation history (see section 5.2).

5.1.1   Edit Allocation Details

To change the Max Unused or Std Allocation to Agents, the Airline selects "Edit" in the Airline Stock Relations page.   The Max Unused (the maximum number of unused AWB serial numbers and agent can have at any one time) and/or the Std Allocation (the standard allocation and maximum number of AWB's that will be allocated to an Agent at any one time).

5.2   Airline Stock Allocation Overview

This screen is available to airlines and shows allocation history.
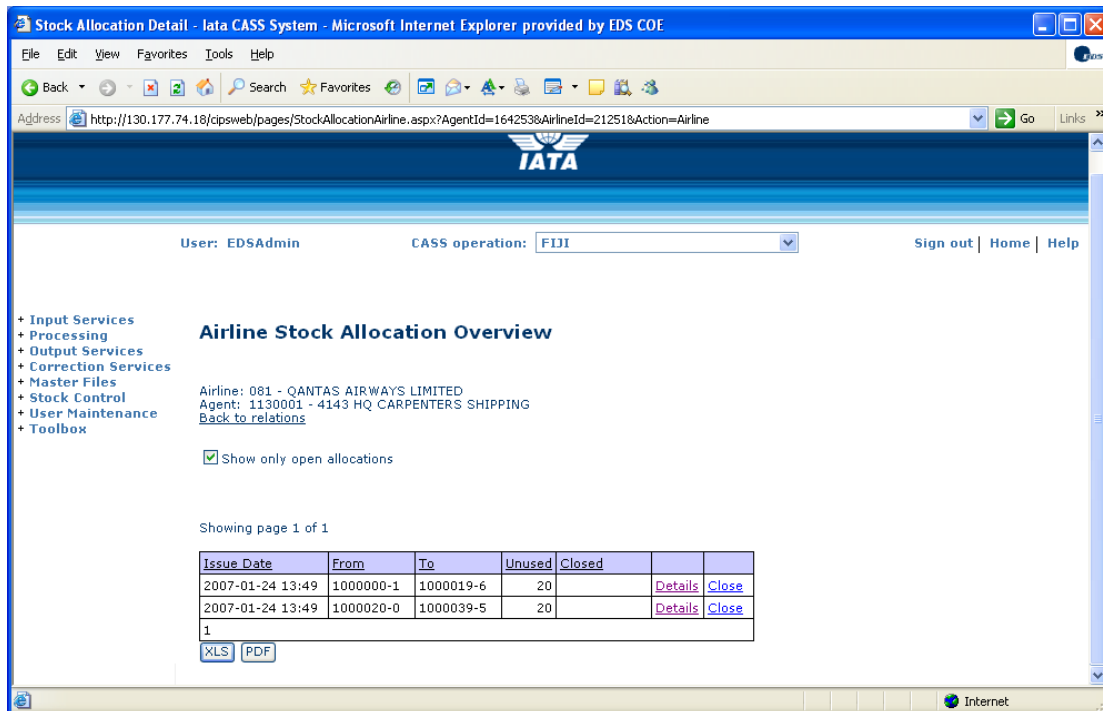
This screen shows details of each allocation the airline has with the selected agent.

- By default only "open" allocations are shown. Unclicking the "Show only open allocations" box will show all allocations.

- By clicking the Details option a screen with information/status of each number within the allocation will be presented, see 5.3 below.

- The XLS button will create an excel overview of all the allocations the actual airline has with the selected agent.

- The PDF button will create the same in a printable PDF report format.
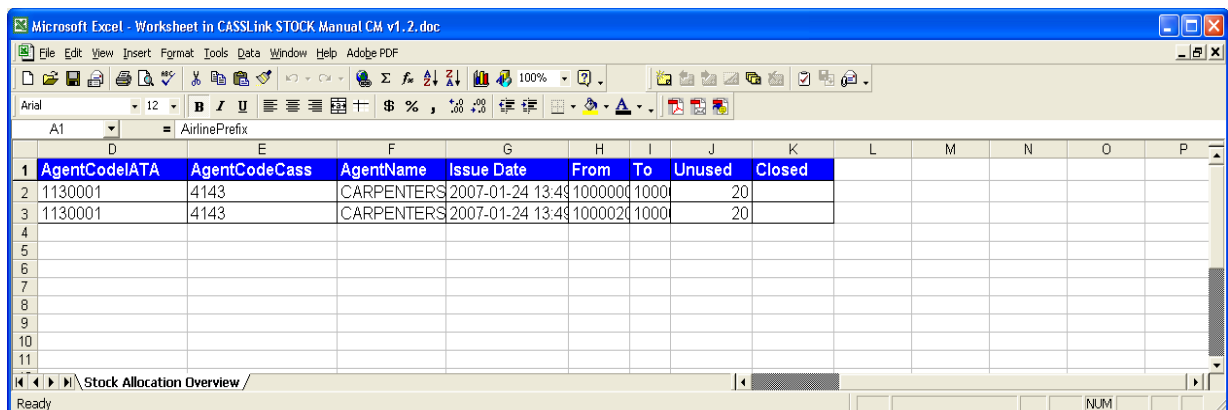
5.3   Airline Stock Allocation Details

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

The stock allocation screen details for each allocated number the following data:

- AWB number
- Status

Possible Value	Comment
Unused	Set when the allocation is made
Used	System updated from the CASS billing file
Void	System updated from the CASS billing file
Cancelled	Manually set by the carrier or Cargo Manager clicking the cancel button (see 4)

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

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

	A	B	C	D	E	F	G	H	I	J	AW
1	AirlinePrefix	AirlineBranch	AirlineName	AgentCodeIATA	AgentCodeCass	AgentName	Issue Date	AWB	Status	Used Date	
2	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000000-1	Cancelled	2007-02-27 11:27:36	
3	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000001-2	Unused		
4	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000002-3	Unused		
5	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000003-4	Unused		
6	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000004-5	Unused		
7	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000005-6	Unused		
8	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000006-0	Unused		
9	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000007-1	Unused		
10	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000008-2	Unused		
11	230		COPA AIRLINES	9847001	0004	Agent 2	2007-02-23 12:38	1000009-3	Unused		

Airline Stock Allocation Detail

6. Agent Stock Relationships

6.1 Agent Relationships

This screen is available to agents and Cargo Managers and shows the relations between an Agent and all of their stock airlines.

- The agent is pre-selected if the user has only one agent assigned

- The table lists all stock airlines and for each airline the agent can see how many unused numbers (NORMAL or EXPRESS) the agent may hold and how many are allocated at a time.

- The column/s unused shows how many unused numbers (NORMAL or EXPRESS) are currently in stock for each airline.

- Details of each allocation will go into a table of allocations for the selected airline, see below.

- The request link will open a screen for allocation.   Each request will be individually validated. If the user accepts the system proposal, the numbers are allocated and various counters of unused numbers are updated and emails are sent see section 7.

- The XLS button will create an excel overview of all the relations for the actual agent.

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

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

File Edit View Insert Format Tools Data Window Help Adobe PDF

Arial

A1   = AgentCodeIATA

	A	B	C	D	E	F	G	H	I	J	K
1	**AgentCodeIATA**	**AgentCodeCass**	**AgentName**	**AirlinePrefix**	**AirlineBranch**	**AirlineName**	**STDAllocation**	**Unused**	**Express Allocation**	**Unused Express**	
2	9847002	0003	Agent 3	057		AIR FRANCE CARGO	15	0			
3	9847002	0003	Agent 3	230		COPA AIRLINES	0	0			
4	9847002	0003	Agent 3	805		Airline 5	20	0			
5											

Agent Stock Relations

Ready   NUM

6.2   Agent Stock Allocation Overview

This screen is available to agents and shows allocation history.

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

- By default only "open" allocations are shown. Unclicking the "Show only open allocations" will show all allocation.

- By clicking the Details option a screen with information/status of each number within the allocation will be presented, see 6.3 below.

- The XLS button will create an excel overview of all the relations for the selected airline.

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

6.3   Agent Stock Allocation Details

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

The stock allocation screen details for each allocated number the following data:

- AWB number
- Status

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

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

Microsoft Excel - Worksheet in CASSLink STOCK Manual CM v1.2.doc

File Edit View Insert Format Tools Data Window Help Adobe PDF

Arial   12   B I U

A1   = AirlinePrefix

	A	B	C	D	E	F	G	H	I	J	K	L
1	AirlinePrefix	AirlineBranch	AirlineName	AgentCodeIATA	AgentCodeCass	AgentName	Issue Date	AWB	Status	Used Date	AWB Issue Date	
2	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000026-5	Unused			
3	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000027-6	Unused			
4	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000028-0	Unused			
5	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000029-1	Unused			
6	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000030-2	Unused			
7	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000031-3	Unused			
8	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000032-4	Unused			
9	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000033-5	Unused			
10	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000034-6	Unused			
11	057		AIR FRANCE CARGO	9847001	0004	Agent 2	2007-05-14 12:24:10	0000035-0	Unused			
12												
13												
14												

Agent Stock Allocation Details

Ready   NUM

7.   Agent Allocation Requests

7.1   Stock Requests

As described in section 6.1, when an agent wishes to request more numbers, either normal or Express, they click on the REQUEST option on the AGENT STOCK RELATIONS screen. The system will then check relationship parameters and will either advise the agent:

When the Agent has already received the Max Unused, they will receive the message:

"No more numbers can be allocated"
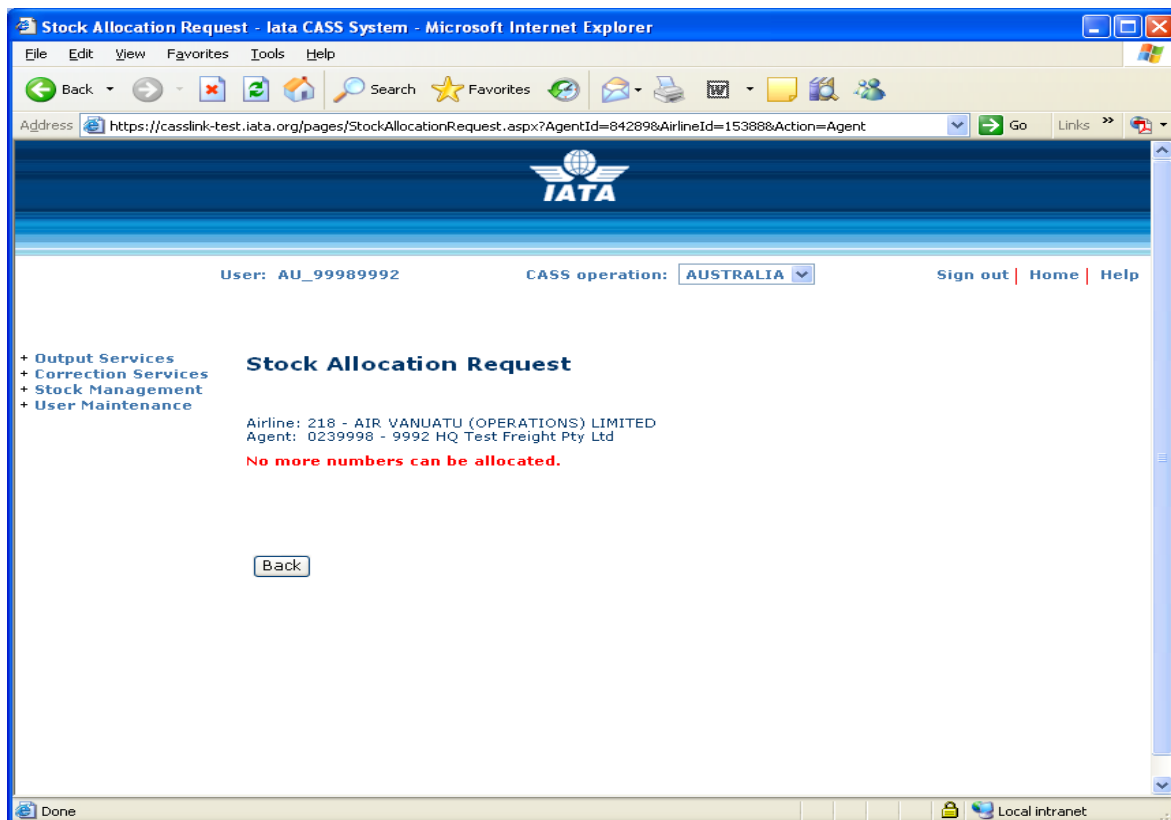
When the Agent is able to request additional Stock, the stock quantity able to be allocated will be displayed.
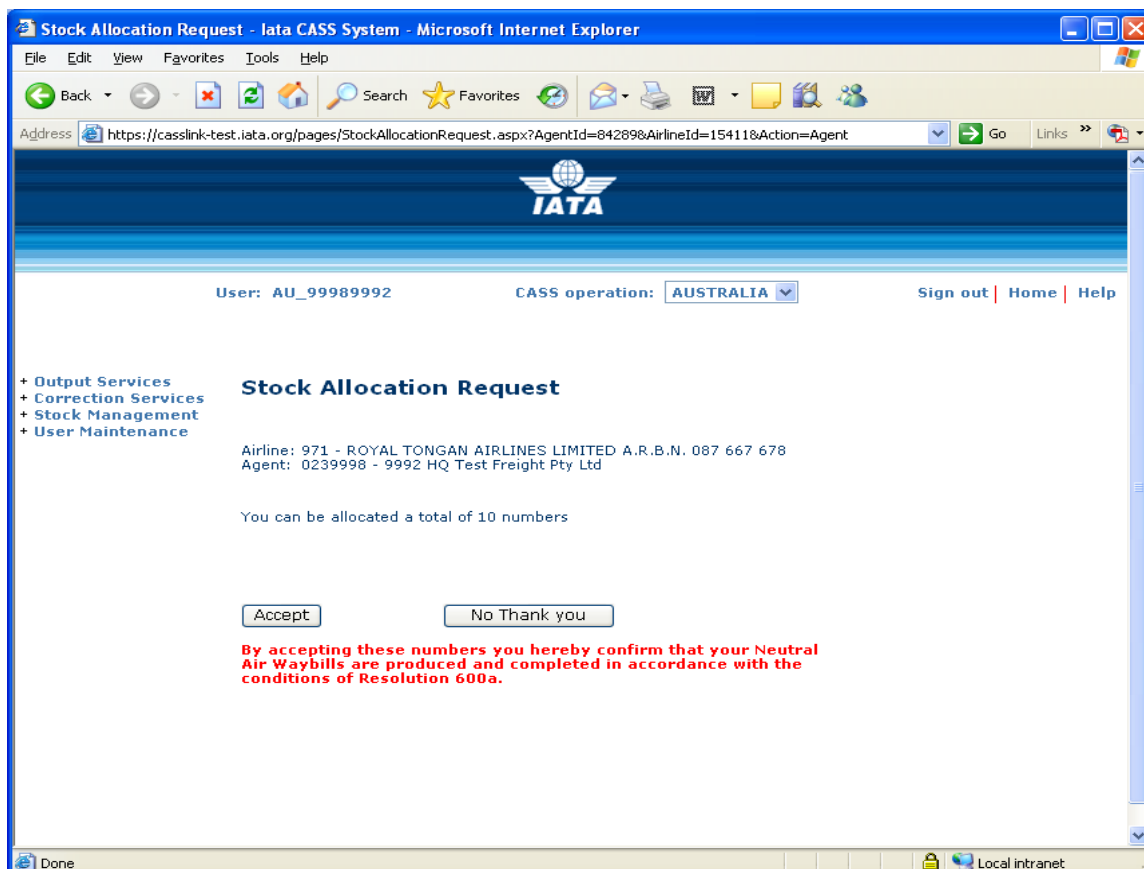
Clicking the "No thank you" option will cancel the request.

Clicking the "Accept" box will allocate the numbers and update all counters of unused numbers etc. A confirmation will be shown on screen.

7.2 Stock Email

Confirmation emails will be sent to both the Agent and Airline which contains the same allocation information. Up to three (3) email addresses may be nominated to receive the Stock Email when allocations have been made.

Contact the Cargo Manager to add or change Stock Email recipients.
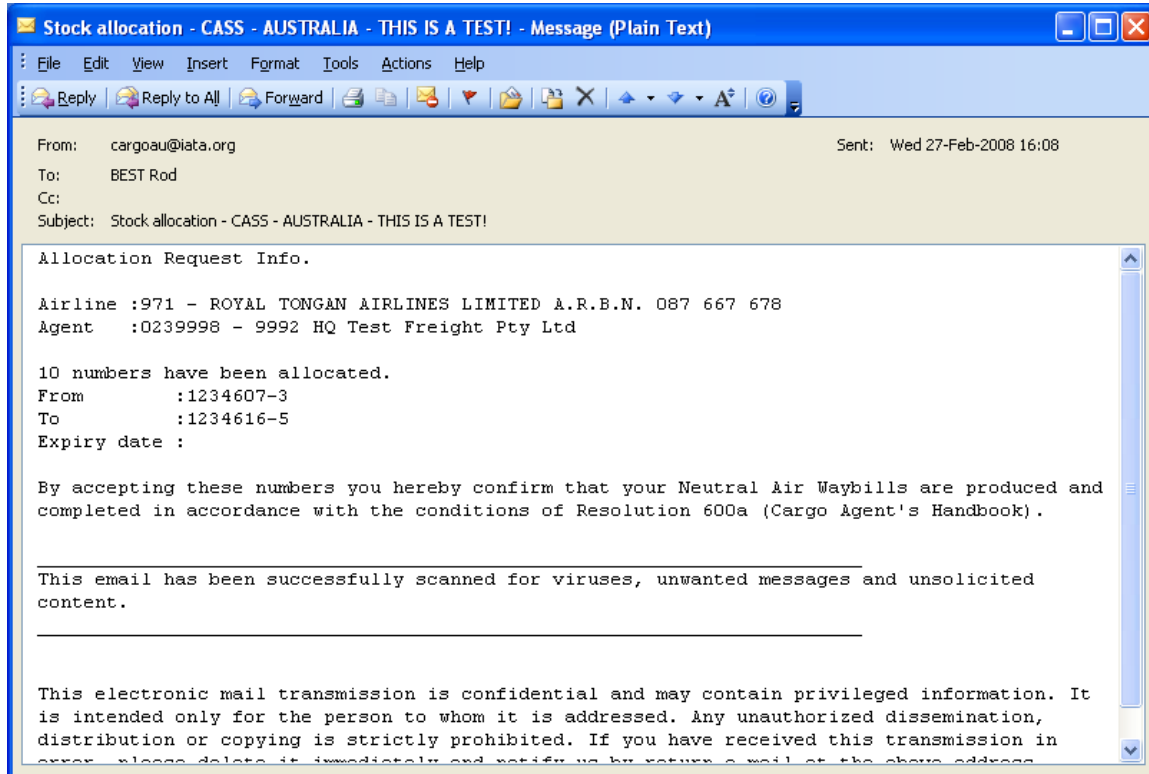
7.3 XML Email
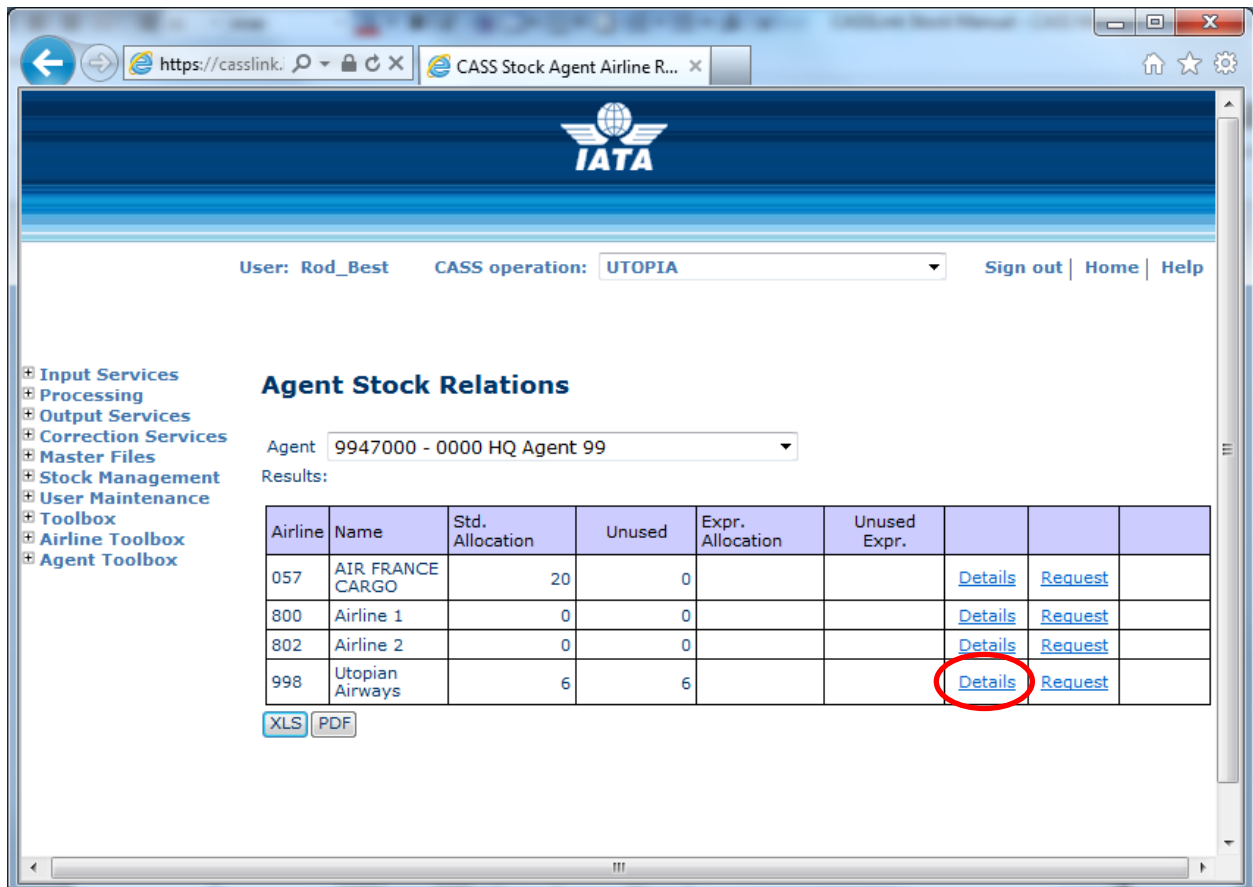
Airlines (and agents) have the option of also receiving the Stock Allocation email notification that will include a XML message attachment. Participants in the Stock Management system must advise their Cargo Manager to activate this option.
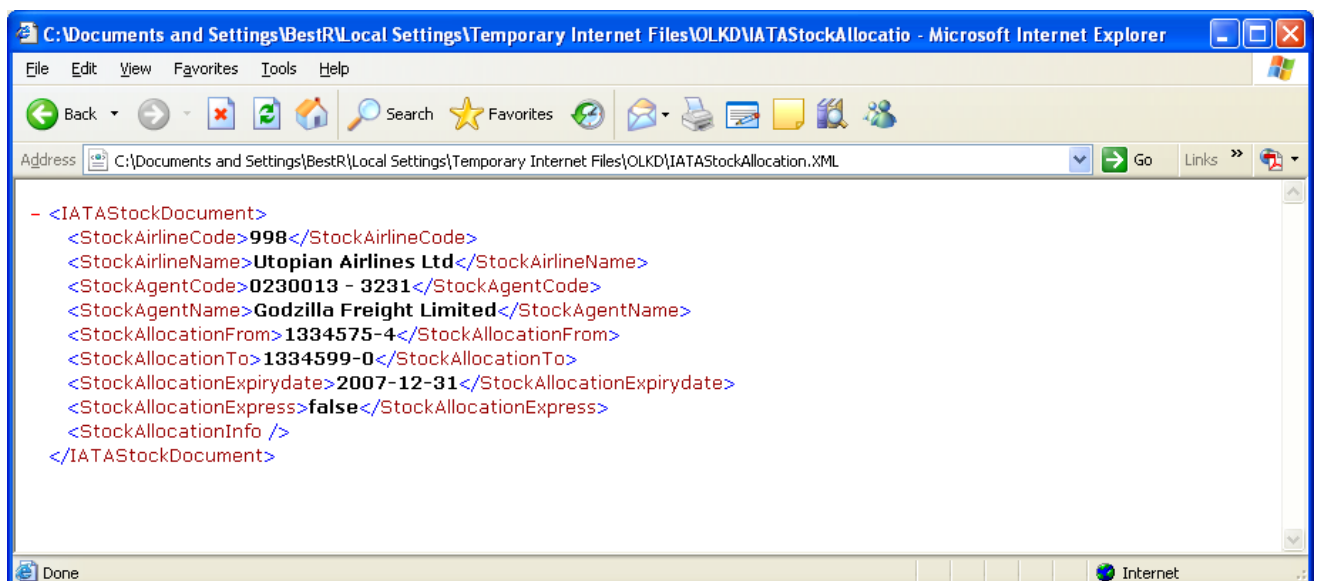
8.   Agent VOID Requests

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

8.1   Agent Relations – Request Void

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

- Stock Management, Agent Relations

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

The AWB Voids are then "Waiting for Acceptance" by Airline

8.3 Cancel an AWB

To Cancel, Acknowledge or Accept a Void request submitted by an agent, the Airline:

- Go to – Airline Relations page
- Select Agent
- Select Details

- Select Details for the desired Range

- View the AWB numbers with Void Requested
- Select Cancel/ Accept Void

Airline Stock Allocation Details

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

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

Back to allocations

AWB	Status	Used Date	AWB Issue Date	
1234602-5	Unused			☐
1234603-6	Void Requested			☑
1234604-0	Void Requested			☑
1234605-1	Unused			☐
1234606-2	Unused			☐
1234607-3	Unused			☐
1				

[XLS] [PDF] [Select all] [Unselect all] [Cancel/Accept Void]

Airline Stock Allocation Details

Airline: 998 - Utopian Airlines
Agent: 9847000 - 0005 HQ Agent 86

Issue Date	From	To	Expiry Date	Unused	Closed
2012-06-04 17:06	1234610-6	1234634-2		19	

Back to allocations

AWB	Status	Used Date	AWB Issue Date	
1234610-6	Cancelled	2013-04-15		☐
1234611-0	Cancelled	2013-04-15		☐
1234612-1	Cancelled	2013-04-15		☐
1234613-2	Cancelled	2013-04-15		☐
1234614-3	Cancelled	2013-04-15		☐
1234615-4	Cancelled	2013-04-15		☐
1234616-5	Unused			☑
1234617-6	Unused			☑
1234618-0	Unused			☑
1234619-1	Unused			☑
1234620-2	Unused			☑
1234621-3	Unused			☑
1234622-4	Unused			☑
1234623-5	Unused			☑
1234624-6	Unused			☑
1234625-0	Unused			☑
1234626-1	Unused			☑
1234627-2	Unused			☑
1234628-3	Unused			☑
1234629-4	Unused			☑
1234630-5	Unused			☑
1234631-6	Unused			☑
1234632-0	Unused			☑
1234633-1	Unused			☑
1234634-2	Unused			☑
1				

[XLS] [PDF] [Select all] [Unselect all] [Cancel/Accept Void]

AWB are now Cancelled, and the Unused AWB count has been reduced.

8.3   Void Requests

Airlines can review all agent Void Requests in the "Stock Management - Void Requests" menu.

The Screen will list all Void Requests from all Agent's.

Airline should then "Accept Void Requests".

Note that any Voided AWB can be invoiced at a later date if it has been found that the AWB was in fact used for freight shipment by the Agent.

8.4   Cancel AWB

An Airline may also choose to Cancel AWB's as either individual or entire Allocation using the Cancel AWB function.

Airline may tick individual boxes or "Select all" button, then "Accept Void Cancel AWB" to cancel the selected AWB/s.

9. Stock Reports

There are now three (3) management reports available under Stock Maintenance – Stock Reports.

Known problem with XLS reporting.

XLS reports have a limit of 65,536 lines. Any requested report that has more than 65,536 lines will fail to generate. If this happens, reduce the report parameters and start again.
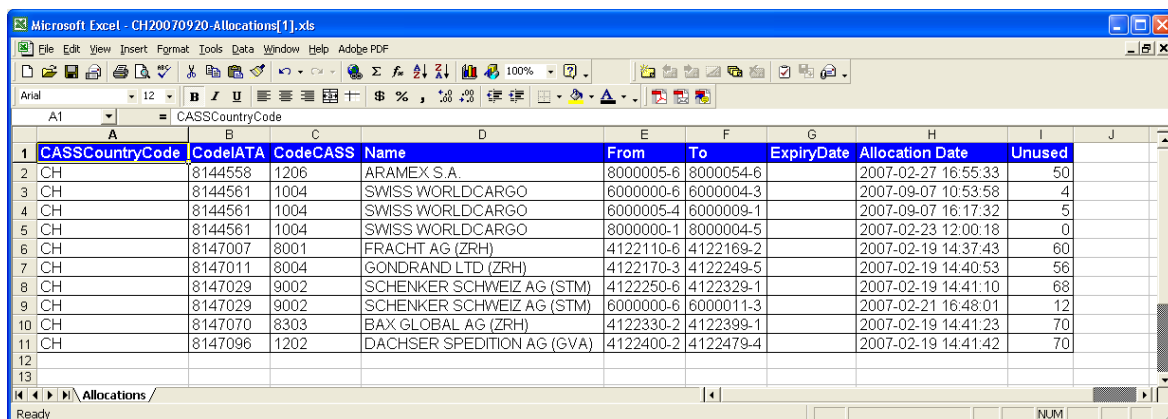
PDF reports do not have a line limitation.

8.1   Allocation Report

This report is available to Airlines and CASS Managers.

Select the Airline required (the airline is pre-selected if the user has only one airline assigned).

- Define the search/data dates From/To
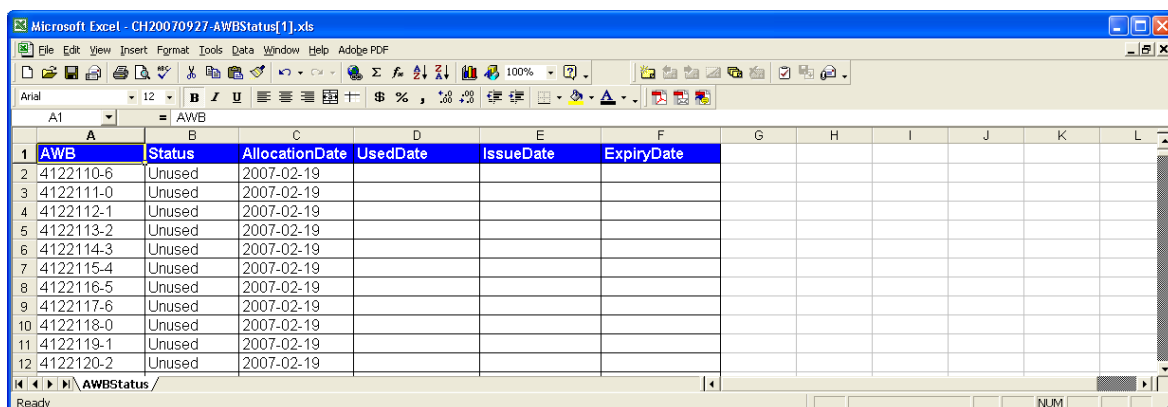- Select the report type – Excel or PDF.

The resulting output details all allocations and the number of "Unused" AWB's in the allocation.

8.2   Status Report

The Status Report enables Airlines to generate a report of AWB Allocation. This may be further defined by checking the "Unused only" box.

8.3   Invoice Report

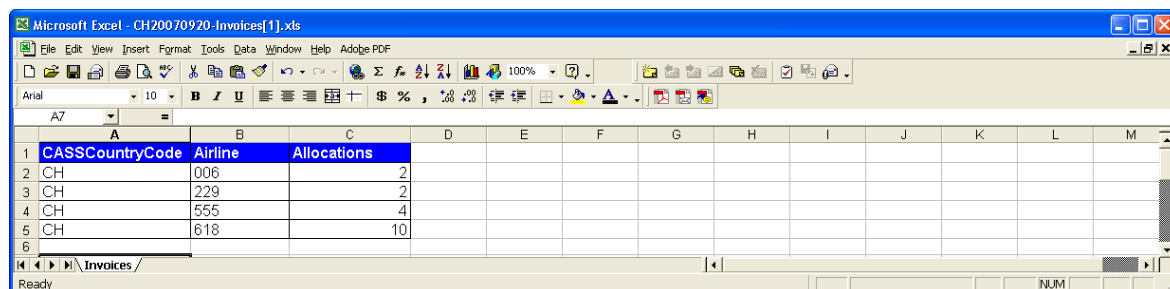This report is available to CASS Managers only.

- Define the search/data dates From/To
- Select the report type – Excel or PDF.

The resulting output provides statistics on the number of allocations made to Stock carriers during the specified period.

9.   Frequently Asked Questions

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

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

…

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

A: Absolutely not, the carrier establishes relationships for each agent and may decide only to allow certain agents to request numbers through CASS*Link*. The carrier can then determine how many numbers each agent may request and how many they may hold at any one time. The Airline can change the Standard Allocation at any time.

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Q: What does it cost for an Agent?

A: Nothing. The system is free for Agents.

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Q: What does it cost for an Airline?

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

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

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

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Q: Can a user get access just to the AWB Stock Management System?

A: Yes, a CASS*Link* user access can be established to provide access to the STOCK items only.

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Q: Can I order Neutral AWBs through CASS*Link*?

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

Q: Agent is unable to Request an Allocation. Why?

A: Check that there are AWB's available in the Airline Range that can be allocated to Agents. Check that the Agent has not exceeded their Max Unused and therefore cannot request more. If the Airline has selected Lock Allocation as an option, check that the Agent is able to request this number AWB. Amend Max Unused level if necessary.