

AWB Stock Management System



Agent User Manual

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1) Introduction

CNS is pleased to provide participating agents, forwarders and other intermediaries with the **AWB Stock Management System (AWB-SMS)**. This replaces the original CNS Computerized Air Waybill Number Distribution Service (CAWB).

Key features of this system include:

- On-line dynamic reporting
- Agent on-line number request and allocation
- Auto generated allocation messages
- Agent branch or consolidated allocation option

These, and other functions, are more fully described in this user manual.

2) Set-up & Defaults

All active CNS endorsed agents are automatically eligible for awb number allocations, subject to the parameters set by the participating airlines.

Within each participating agent's profile, there are certain default parameters set by the CASS-USA office. These can be changed on the request of the agent:

- **Consolidated Allocation** If this parameter is set, then the agent can only receive allocations to a single office.
- **Stock email** This allows for a maximum of three email addresses per agent/office to receive allocation email messages.
- XML email option If this option is selected, stock email recipients will receive the stock email message containing an attachment Stock Allocation Message in XML format.

To access the AWB Stock Management System, a user ID and password is required. These are administered by the CASS-USA office.

3) System Access

Access to the CASS-USA AWB Stock Management System is via the CNS website, <u>www.cnsc.net</u>.

Click on the link "**AWB Stock**" on the CNS home page (See Fig. 1), and the user will be taken to the log-in screen for the AWB Stock Management System (CASS*Link*).



Fig.1 - CNS website home page (www.cnsc.net)

Once on the CASS*Link* log-in page, enter your user ID and password, and click on the log-in button (See Fig. 2).



AWB Stock Management – Agent User Manual Version US 2.0 June 2008 Page 4 of 21 The home page of the AWB Stock Management system (see Fig. 3) shows the following information:

- The user's **User** ID, the **CASS operation** (always USA), and the **Sign out**, **Home** and **Help** links.
- The left menu bar has two options: Stock Control and User Maintenance
- **Operation messages** and **Information** fields in the center will show miscellaneous links and information.

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Fig. 3 – AWB Stock Management Home Page

4) Stock Control

An agent user in the AWB Stock Management system has access to the following function:

i) Agent Relations

This option allows the agent user to request awb numbers for each participating airline, subject to the parameters set by the airline.

Clicking on the Agent Relations menu option takes the agent user to the Agent Stock Relations page (see Fig. 4).



Fig. 4 – AWB Stock Management Home Page – Stock Control Menu Option

4(i) Agent Stock Relations

On this page the agent user will see a list view of all airlines participating in the AWB-SMS and the agent's respective allocation allowances (see Fig. 5).

Selection criteria:

• **Agent** = the Agent is pre-selected if the user has only one agent/office assigned. If the user has more than one agent/office assigned, the user can select the applicable agent/office from the drop down menu.

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Fig. 5 - Agent Stock Relations page

For each airline, the following data is shown:

Column description:

- **Airline** = 3-digit airline code.
- **Name** = the airline name.
- **Std Allocation** = the maximum number of awb numbers the agent can request.
- **Unused** = the number of awb numbers that remain unused by the agent. (Note: this is based on allocated numbers billed through CASS-USA).
- Expr. Allocation = the maximum number of "express" awb numbers the agent can request. If an airline has not authorized an allocation of "express" awb numbers, this field will be blank.
- **Unused Expr.** = the number of "express" awb numbers that remain unused by the agent. (Note: this is based on allocated numbers billed through CASS-USA).

<u>Details link</u>

Clicking on this links takes the agent user to the Agent Stock Allocation Overview page for the selected airline.

<u>Request link</u>

Clicking on this link requests awb numbers from the selected airline. <u>See</u> section 4 (i) (c) for more details.

The XLS button will create an excel overview of all the allocations the actual agent has with all airlines (see Fig. 6); the PDF button will create the same in a printable PDF report format (See Fig. 7).



Fig. 6 - Sample Agent Stock Relations report - XLS Format

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<u> 4 (i) (a) Agent Stock Allocation Overview</u>

Clicking on the "Details" link on the Agent Stock Relations page will take the agent user to the **Agent Stock Allocation Overview** page for the selected airline (see Fig. 8). This page shows a list view of awb ranges allocated by the selected airline.

- By default only "open" allocations are shown. Un-clicking the "Show only open allocations" box will show all allocations.
- By clicking the "<u>Details</u>" link, the user will be taken to the Agent Stock Allocation Detail page which displays information/status of each awb number within the allocation (see Section 4(i)(b) for more information).
- Clicking on "<u>Back to relations</u>" returns the user to the Agent Stock Relations page.

Note: the Expiry Date shown is set by the airline. AWB numbers may still be used, but not allocated from this range, after the date shown. If this field is blank, the airline has not set an expiry date for this range of numbers.

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Fig. 8 - Agent Stock Allocation Overview page

The XLS button will create an excel overview of all the allocations the actual agent has with the selected airline (see Fig. 9); the PDF button will create the same in a printable PDF report format (see Fig. 10).

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Fig. 9 - Sample Agent Stock Allocation Overview report - XLS Format



4 (i) (b) Agent Stock Allocation Details

For the selected airline, this page shows the allocation history for each allocated awb number (see Fig. 11). The following data is shown:

AWB Stock Management – Agent User Manual Version US 2.0 June 2008 Page 12 of 21 **AWB** = the air waybill number.

<u>Status</u> = there are four possibilities: *Unused* (the awb number been allocated but not yet billed through CASS-USA); *Used* (the awb number been allocated and either billed though CASS-USA or cancelled manually); *Void* (the awb number was void); *Cancelled* (the awb number was manually cancelled by the airline user or CASS-USA Manager).

<u>Used Date</u> = This reflects the date the CASS-USA billing file was processed or the date on which the manual cancel action was taken.

<u>AWB Issue Date</u> = This reflects the execution date of the awb as reported in the airline's billing file.

Clicking on <u>Back to allocations</u> returns the user to the Agent Stock Allocation Overview page.

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Fig. 11 - Agent Stock Allocation Details page

The XLS button will create an excel overview of all the documents in the allocation (see Fig. 12); the PDF button will create the same in a printable PDF report format (see Fig. 13).

AWB Stock Management – Agent User Manual Version US 2.0 June 2008 Page 13 of 21

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Fig. 12 – Sample Agent Stock Allocation Detail report – XLS format

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Fig. 13 – Sample Agent Stock Allocation Detail report – PDF format 4 (i) (c) Agent Allocation Requests

To request awb numbers from an airline, click on the "<u>Request</u>" link for the selected airline on the **Agent Stock Relations** page (see Fig. 5). AWB Stock Management – Agent User Manual Version US 2.0 June 2008 Page 14 of 21 The agent user will receive one of two responses:

1. AWB numbers *can* be allocated

If the agent meets the parameters set by the airline, a block of awb numbers can be allocated (see Fig. 14).



Fig. 14 – Sample Stock Allocation Request page – AWB numbers allowed

Selecting the "Accept" button will confirm the request, and display the first and last numbers in the awb allocation (see Fig. 15). The "Back" button returns the user to the Agent Stock Relations page. The user will also receive a confirmation email (see Fig. 16).

Selecting the "No Thank you" button will return the agent user to the Agent Stock Relations page. No awb numbers will be allocated.

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Fig. 15 – Sample Stock Allocation Request page – AWB numbers granted



AWB Stock Management – Agent User Manual Version US 2.0 June 2008 Page 16 of 21 Fig. 16 – Sample Stock Allocation email 2. AWB numbers *cannot* be allocated

If the agent does not meet the parameters set by the airline, the user will see an on-screen message, "No more numbers can be allocated" (see Fig. 17). Contact the respective airline or the CASS-USA office for further information and assistance.

The "Back" button returns the user to the Agent Stock Relations page.



Fig. 17 – Sample Stock Allocation Request page – AWB numbers denied

5) User Maintenance

By selecting the User Maintenance menu option from the AWB Stock Management system home page, the user can manage their password (see Fig. 18).

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5(i) Change Password

Follow the instructions on-screen to re-set/change your password, noting the password logic (see Fig. 19).

Click on "Update Password" and the new password will be saved.

An error message will be displayed if the new password does not meet the criteria, and you will be required to re-enter the information.



Fig. 19 – User Maintenance – Change Password page

6) Frequently Asked Questions (FAQ)

Q. How am I assigned a User ID and Password?

A. User IDs and Passwords are managed by CNS at the CASS-USA office. See Section 7 for contact information.

Q. What if I forgot my password?

A. Contact the CASS-USA office. They can re-set the password for you.

Q. When can I request air waybill numbers?

A. The system is available 24/7, except for scheduled maintenance. You can access the "Agent Stock Relations" function anytime.

Q. What if I need to update my user profile in the system?

A. For security purposes, only CNS can update this information. Contact the CASS-USA office with your request, *especially email address updates*!

Q. What if my request for air waybill numbers is denied?

A. The participating airlines are responsible for setting the allocation levels for each CNS endorsed agent. Contact the respective airline(s) for assistance.

Q. I am not a CNS endorsed agent – can I still request numbers through this system?

A. Yes, it can be arranged, but non-CNS endorsed companies are handled on an exception basis and at the request of the airline(s). CNS can enable your company in the system, but the airline must establish the allocation levels.

7) Contact Information

The AWB Stock Management system for the USA is administered by CNS at the CASS-USA office:

Cargo Network Services Corp. CASS-USA office 703 Waterford Way, Suite 680 Miami, FL 33126 Tel: 786-413-1001 Fax: 786-413-1005 Email: <u>cassbilling@cnsc.us</u> Web: <u>www.cnsc.net</u>