

RESOLUTION 833a SECURITY MEASURES FOR INTENDED CONSOLIDATED CONSIGNMENTS

CAC1(33)833a(except USA) Expiry: Indefinite
CAC2(33)833a
CAC3(33)833a Type: B

- △ WHEREAS Resolution 833 requires that consignments delivered to a Member shall be prepared ready for carriage in accordance with security control instructions provided by the National Authority and additional instructions provided by the Member and,
- △ WHEREAS the spirit of recently introduced air security measures require that no detail of carrier or flight in respect of a consolidated consignment be released, other than as permitted by any national authority security directive, and
- WHEREAS the terms 'consolidated consignment' and 'known shipper' as defined in the relevant Recommended Practices of the Cargo Services Conference are reflected in the IATA Cargo Agent's Handbook, it is therefore
- RESOLVED that
1. an IATA Cargo Agent shall:
 - 1.1 not distribute printed or otherwise published consolidation schedules for general distribution showing planned carriers and flights;
 - 1.2 not communicate by any means, other than as permitted by National Authority security directives, the identity of the planned carrier or flight.

Editorial Note: These are the definitions referred to above:

'CONSOLIDATED CONSIGNMENT' a consignment of multi-packages which has been originated by more than one person each of whom has made an agreement for carriage by air with another person other than a scheduled air carrier. Conditions applied to that agreement may or may not be the same as conditions applied by the scheduled air carrier for the same carriage.

'KNOWN SHIPPER' means any entity who conducts business with a carrier, an agent or a freight forwarder and provides security controls that are accepted by the appropriate authority and/or carrier in respect of cargo, courier and express parcels, and mail.

RESOLUTION 851 CARGO ACCOUNTS SETTLEMENT SYSTEM

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(amending)
CAC2(33)851 (amending)
CAC3(33)851 (amending) Type: B

WHEREAS the 1998 IATA Annual General Meeting agreed to restructure the IATA Industry Settlement Systems and has approved the establishments of IATA Distribution and Financial Services (hereafter referred to as "IDFS"), as an IATA division responsible to the IATA Board of Governors for the Management and efficient operation of this business activity and to that end has authorised changes in the management and operation of the IATA Industry Settlement Systems (hereafter referred to as "ISS"), and

WHEREAS it is therefore necessary to recognise the responsibility of IDFS for all ISS administration and operational functions, such as:

- ISS budgets (cost and revenues)
- ISS staffing
- ISS contracts (service agreements) to include signature authority
- ISS office management and administration

And further to recognise that ISS matters will be supervised by the IATA Board of Governors, and

WHEREAS the IATA Board of Governors has charged the Cargo Committee to provide advice and guidance to the Board on all Cargo settlement matters, and

WHEREAS the IATA Cargo Committee has established a CASS Policy Group (hereinafter referred to as "CPG") to provide policy direction to IDFS on CASS matters and to provide advice to IDFS Management on all matters relating to the functional management and operation of CASS;

WHEREAS it is recognised that the terms of reference and activities of the CPG are to:

- Provide a CASS consultative forum between IDFS Management and Member airlines
- Formulate a global representation policy
- Develop the CASS cost sharing formula and CASS pricing policy
- Develop a CASS country development plan
- Approve the commencement of all new feasibility studies and appoints CASS feasibility study groups to work with IDFS Management in the preparation of feasibility study reports
- Review reports received from the Local Customer Advisory Groups
- Monitor local CASS member costs
- Review the CASS budgets on a consultative basis

WHEREAS it is further recognised that in the event of any disagreement or dispute between the CPG and IDFS, such dispute shall be referred to the Cargo Committee;

WHEREAS ISS Management shall operate in accordance with the IATA Settlement Systems Service Provisions Manual, the CASS Technical Specifications Handbook and the Local Customer Services Manual which describe the provision of services in the operating CASSs;

WHEREAS the Cargo Agency Conference (hereafter referred to as "the Conference") exercises authority and responsibility over the IATA Cargo Agency Programme, including the relationship between Airlines and Agents, and WHEREAS Cargo Accounts Settlement Systems (CASS) have been introduced.

It is hereby RESOLVED that,

1. CARGO AGENCY CONFERENCE

1.1 The Conference is responsible for, amongst other things, setting CASS technical standards, together with corresponding changes to Standard forms used in the operation of the CASS. These are published in the CASS Technical Specifications Handbook, Attachment A, which constitutes part hereof;

1.2 amendments to the CASS Technical Specifications Handbook shall be subject to agreement by the Conference, however, should the CASS Policy Group (CPG) recommend action be taken on a particular amendment(s) between Conferences, ISS Management shall publish the proposed amendment(s) in writing to all Members. If no protest is received from any Member within 45 days of the publication of the amendment(s), the amendment(s) will be deemed endorsed and the CASS Technical Specifications Handbook will be amended accordingly. In the event of a protest, the reasons therefore shall be given in writing and the protested amendment will be reconsidered at the next meeting of the CPG with a view to overcoming the reasons for disagreement. In the event of continuing disagreement, the matter shall be referred to the Conference for final action.

2. LOCAL CUSTOMER ADVISORY GROUPS — CARGO (LCAGC)

2.1 the Conference has established Local Customer Advisory Groups — Cargo (LCAGC) in countries wherever a CASS is in operation, to provide advice to ISS Management on local customer service issues and to co-ordinate local needs;

2.2 the Conference determines the procedures for establishing the membership of the LCAGC;

2.3 the Rules and Procedures for the LCAGC, as agreed by the Conference, are contained in Appendix 'B' to this Resolution and constitute part hereof.

3. FEASIBILITY STUDY — IMPLEMENTATION OF A CASS

The Head Office of any Member, or group of Members, may request ISS Management to initiate a feasibility study, respecting CASS implementation.

4. PARTICIPATION BY MEMBERS

4.1 Participation by IATA Members in any CASS is voluntary. IATA Members may join at the inception of a CASS or may join at a later date by paying the applicable joining fee set by ISS Management;

4.2 participation in any CASS shall be dependent on the Member continuing to pay the appropriate charges for those services that have been provided to the Member in connection with the operation of that CASS;

4.3 a Member's participation shall be dependent on it continuing to meet financial criteria established by the Conference, if any;

4.4 upon joining a CASS, a Member must sign a Counter-indemnity Agreement with IATA as prescribed in Appendix 'C' to this Resolution. Where a current signed counter-indemnity is in place, the changes specified in Appendix 'C' are deemed to be incorporated therein;

4.5 once a Member has joined a CASS, it may elect a mode of Participation, Billing or Full, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

5. PARTICIPATION BY AGENTS

Where a CASS-Export has been adopted for a given country/area, then:

△ **5.1** effective from the date of implementation, all Agents in that country/area shall be governed by the provisions of Section 2 of Resolution 801r (except for countries where Resolution 805zz has been implemented) with respect to transactions made on behalf of CASS-Export Airlines;

5.2 where a CASS is implemented, the Agency Administrator shall so advise all Agents affected.

6. CASS ASSOCIATES

6.1 The Cargo Agency Conference may decide that charges due on consignments tendered by persons other than Agents are to be collected in a particular CASS in accordance with the provisions implemented thereof. Such Conference decision shall provide for billing and remittance periods not less frequent than those applicable to Agents participating in the CASS-Export concerned. If such an agreement is effective, then a person other than an Agent may become a CASS Associate and participate in the CASS-Export provided that such person:

6.1.1 abides by financial obligations to settle through the system in accordance with Resolution 801r, and be sponsored by a CASS carrier. If any other requirement is locally recommended, it should be submitted to the Cargo Agency Conference for endorsement prior to application;

6.1.2 signs an agreement in the form specified in Appendix 'D' to this Resolution and pays the participation fees determined by ISS Management from time to time;

6.2 the Agency Administrator, after confirming the applicant meets the applicable criteria, signs the agreement on behalf of all Airlines participating in that CASS and shall then issue to the applicant a CASS Associate code number;

6.3 such number may only be used as long as the Associate continues to meet the local qualifying criteria and has paid all applicable fees;

6.4 further to Paragraphs 6.1 and 6.1.1 above, where a decision regarding Associate participation or applicable criteria is required between Conferences, a mail vote may be initiated. Providing unanimous support for the proposal is received, the proposal shall be adopted. Failure to vote will be deemed to be an abstention. Abstentions shall count as positive votes.

7. PARTICIPATION BY NON-IATA AIR CARRIERS

7.1 A non-IATA air carrier (an Airline), having lodged its own Air Waybills with Agents, may request participation in a given CASS by submitting to the Agency Administrator a Form of Application and Concurrence, in which, amongst other things, they agree to be bound by the applicable Cargo Agency Resolutions. The Form is prescribed in Appendix 'E' to this Resolution;

7.2 upon acceptance by the Agency Administrator, the Airline agrees;

7.2.1 to pay the applicable joining fees set by ISS Management;

7.2.2 to contribute to the management and other costs of such CASS as set by ISS Management;

7.2.3 to meet the financial criteria established by the Conference, if any;

7.3 participation in any CASS shall be dependent on the Airline continuing to pay the appropriate charges for those services that have been provided to the Airline in connection with the operation of that CASS;

7.4 upon joining a CASS, an Airline must sign a Counter-indemnity Agreement with IATA as prescribed in Appendix 'C' to this Resolution;

7.5 once an Airline has joined a CASS, it may elect a mode of Participation, Billing or Full, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

8. PARTICIPATION BY GENERAL SALES AND SERVICE AGENTS (GSSAs)

For the purpose of this Paragraph, the term 'General Sales and Service Agent (GSSA)' shall also include any Person appointed by one or more air carriers to carry out accounting functions in respect of cargo sales transactions made by Agents on behalf of such carrier(s), but not performing sales reservations functions:

8.1 a General Sales and Service Agent (GSSA), appointed by air carriers which have lodged their own Air Waybills with Agents, may request participation in a given CASS by submitting a Form of Application and Concurrence to the Agency Administrator. The form, prescribed in Appendix 'F' to this Resolution, amongst other things, binds the applicant to the Cargo Agency Administration Rules;

8.2 the appointing Member or Airline shall be requested to confirm the appointment by submitting a Form of Authorisation. This form is described in Appendix 'G' to this Resolution;

8.3 upon acceptance by the Agency Administrator, the GSSA agrees;

8.3.1 to pay the applicable joining fees set by ISS Management;

8.3.2 to contribute to the management and other costs of such CASS as set by ISS Management;

8.3.3 to meet the financial criteria established by the Conference, if any;

8.4 participation in any CASS shall be dependent on the GSSA continuing to pay the appropriate charges for those services that have been provided to the GSSA in connection with the operation of that CASS;

8.5 upon joining a CASS, a GSSA must sign a Counter-indemnity Agreement with IATA, as prescribed in Appendix 'C' to this Resolution;

8.6 once a GSSA has joined a CASS, it may elect a mode of Participation, Billing or Full, as defined in Resolution 823 "Definitions of Terms Used in Cargo Agency Resolutions".

9. IATA SETTLEMENT SYSTEM SERVICE PROVISIONS MANUAL

ISS Management, in consultation with the CPG, shall produce an IATA Settlement System Service Provisions Manual containing terms, conditions and codes of conduct of CASS operations applicable in all areas. The CPG will be responsible for the content of the Manual, however it shall at all times be in conformity with applicable IATA Resolutions.

10. LOCAL CUSTOMER SERVICES MANUAL

Wherever a CASS has been implemented, ISS Management shall produce a Local Customer Services Manual, containing local terms, conditions and codes of conduct of the local CASS operation. The Cargo Agency Conference delegates the authority for the contents of this Manual to the Local Customer Advisory Groups Cargo (LCAGC), for subsequent endorsement by the CPG. The contents of this Manual shall be in conformity with applicable IATA Resolutions and are described in Appendix H.

11. VOLUNTARY TERMINATION

A Member, Airline or GSSA may withdraw from a particular CASS by giving written notice of not less than 3 months and shall be liable for its share of all costs through to the end of the notice period, except that a GSSA's participation in a CASS may be terminated when the Member appointing the GSSA has notified the Agency Administrator, in accordance with Resolution 871, with not less than three calendar months' notice in writing that they have terminated their appointment of the GSSA.

12. AIRLINE SUSPENSION OF OPERATIONS

12.1 Reasons for Suspension

Where an Airline participating in a CASS ("the Airline") ceases operations, due to financial or other reasons, or where the Airline becomes subject to formal bankruptcy or reorganisation proceedings, ISS Management shall suspend the Airline from CASS operations.

12.2 Action by ISS Management

When an Airline ceases operation, ISS Management will continue to collect and settle monies due to such airline in accordance with the settlement office procedures.

An Agent or Associate (or in Europe, an Intermediary) would not be expected to settle any amount in respect of an air waybill of an airline that has ceased operations, where as a direct consequence of such cessation of operations, the consignment has not been transported in accordance with the original shipping instructions. In this case the normal CASS dispute procedures apply.

12.3 Lifting of Suspension

If the Airline resumes its operations or the reorganisation proceedings terminate, and the Airline continues or resumes operations, ISS Management shall lift the suspension.

13. TIE-IN

This Resolution shall not come into or remain in effect unless Resolution 853 comes into and remains in effect.

(Attachment 'A' is the CASS Technical Specifications Handbook and is published separately).

Appendices:

Appendix A: Intentionally left blank

Appendix B: Local Customer Advisory Group – Cargo, Rules and Procedures

Appendix C: Counter Indemnity

Appendix D: Associate Agreement

Appendix E: Application and Concurrence – Non-IATA Carrier

Appendix F: Application and Concurrence – General Sales Agent

Appendix G: Form of Authorisation

Appendix H: CASS-Export Local Customer Services Manual – CASS (Import/Export) Contents Outline

RESOLUTION 851

Appendix 'B'

RULES AND PROCEDURES LOCAL CUSTOMER ADVISORY GROUPS CARGO (LCAGC)

1. Function

Local Customer Advisory Groups – Cargo (LCAGC) are established by the Cargo Agency Conference wherever a CASS is in operation. Each LCAGC provides advice to ISS Management on customer service issues and in particular, establishing and addressing local needs.

2. Membership

The LCAGC will normally consist of not more than 10 persons. The Cargo Agency Conference may authorise a larger number, following a request from an area. LCAGC members and their designated alternates shall be elected for a two-year term by all Participating Airlines in that CASS, from nominations received from these Participating Airlines. Ideally, LCAGC members should be suitably qualified representatives at a senior level, providing expertise in the different fields of the CASS activity. LCAGC members attend LCAGC meetings as local industry representatives.

3. Meetings, Quorum and Voting

The frequency of meetings is determined by ISS Management, in consultation with CPG or the LCAGC. A quorum shall be a simple majority (one half plus one) of the membership. Each LCAGC is a consultative body and therefore there will be no formal voting. LCAGC will act in the form of making recommendations. Each LCAGC will elect its Chairman from among its members. The local ISS Manager will act as Secretary of these meetings. Other Participating Airlines in the CASS may attend meetings as observers, subject to the prior consent of the CAGC Secretary. Representatives of non-airline entities participating in that CASS may attend certain parts of a CAGC meeting, at the invitation of its Chairman and ISS Management. Additionally, the local/regional ISS Manager may call a customer meeting, at least once per year.

4. Activities

ISS Management may typically consult a LCAGC for:

- advice, as a user forum, on all local matters presented to it by ISS Management, concerning the local operation of CASS;
- advice to the local ISS Manager on the establishment of local CASS business requirements and enhancements, especially where differences from worldwide policy and standards are sought;
- guidance to the local ISS Manager, concerning: marketplace activities and development opportunities, and other local/area needs;
- other matters, as appropriate.

5. Agenda and Reports

The Agenda of each LCAGC shall consist of customer service issues on which ISS Management seeks the advice of the LCAGC, or proposals submitted by Participating Airlines. It shall be circulated by the LCAGC Secretary not later than 10 days before the start of the meeting. The report of LCAGC meetings shall be submitted to the CPG and circulated promptly by the Secretary to LCAGC Members, and all Participating Airlines. The Secretary of the LCAGC will provide a regular update on action taken pursuant to recommendations from the LCAGC.

RESOLUTION 851

Appendix 'C'

COUNTERINDEMNITY AGREEMENT

Relating to the Operation of CASS-Export/CASS-Import Bank Accounts by IATA ("Single Counterindemnity – CASS")

Agreement entered into:

between

having its registered office at

(Name of Airline or GSSA*)

(full address)

hereinafter called "the CASS-Export/CASS-Import Airline"

and

the International Air Transport Association (IATA), a non-profit corporation under Canadian Law, having its registered office at 800 Place Victoria, IATA Building, Montreal, Quebec, H4Z 1M1, hereinafter called "IATA".

WHEREAS the CASS-Export/CASS-Import Airline, jointly with other CASS-Export/CASS-Import Airlines participating in the same respective Cargo Accounts Settlement System or Cargo Accounts Settlement System – Charges Collectable at Destination ("CASS-Export/CASS-Import"), has considered it desirable that IATA operates and maintains certain CASS-Export/CASS-Import bank accounts (including a "Hinge Account" for clearing services) on its behalf, and

WHEREAS IATA has agreed to provide such service subject to the CASS-Export/CASS-Import Airline and other such airlines providing a Counterindemnity relating to the risks arising therefrom.

IT IS THEREFORE AGREED AS FOLLOWS:

1.a. Definitions

For the purposes of this Agreement, the term "Hinge Account" shall mean the bank account into which Agents'/Associates'/Recipients' remittances are paid and from which monies are distributed to CASS-Export/CASS-Import Airlines;

1.b. Applicability

This Agreement applies to all bank accounts established and operated in the name of IATA on behalf of a CASS-Export/CASS-Import for the purpose of operating through the Settlement Bank clearing services or administrative or other associated services, for the benefit of the CASS-Export/CASS-Import Airline and other carriers participating in the respective CASS-Export/CASS-Import.

2. Indemnity

The undersigned CASS-Export/CASS-Import Airline will indemnify IATA, its officers and employees, against any liability and costs, for any action taken or omitted in good faith in the performance of the operation of the Clearing (Hinge) Account or other accounts mentioned in Paragraph 1 above, or arising in any other way from the operation of these accounts. Such liability may include, inter alia, shortfalls caused by under-remittance or non-remittance by Agents/Associates/Recipients in cases where the Settlement Bank has credited the CASS-Export/CASS-Import Airlines, in anticipation of full and timely remittance by the Agents/Associates/Recipients. In case of such under-remittance or non-remittance, the undersigned CASS-Export/CASS-Import Airline, when so requested by the CASS Manager, undertakes to immediately refund the corresponding amount(s) remitted to it to the CASS-Export/CASS-Import Hinge Account, and herewith acknowledges and agrees that IATA and ISS Management may take all such action, including legal action, as deemed required in this connection, both on behalf of IATA and the CASS-Export/CASS-Import and on behalf of the CASS-Export/CASS-Import Airlines concerned. In the event of a liability arising otherwise than by way of non-remittance or under-remittance, the undersigned CASS-Export/CASS-Import Airline undertakes to pay the amount of the obligation under this Agreement within 15 days of it being called upon to do so.

3. Preliminary Joint Indemnification

If it cannot be established immediately for which CASS-Export/CASS-Import Airline(s) a transaction not supported by a full Agent/Associate/Recipient remittance was effected, the undersigned CASS-Export/CASS-Import Airline, jointly with the other CASS-Export/CASS-Import Airlines having signed an identical agreement, shall forthwith reimburse and indemnify IATA for any shortfalls, which shall be deemed to be CASS-Export/CASS-Import operating costs and expenses. Such cost of reimbursement shall be reapportioned as soon as it has been established for which CASS-Export/CASS-Import Airline(s) the respective remittance has been effected, in proportion to each of the undersigned CASS-Export/CASS-Import Airline's share in the respective remittance.

4. Collective Binding Agreement

Upon signature, the present document, in conjunction with identical documents signed by other CASS-Export/CASS-Import Airlines and IATA, shall constitute a collective binding Agreement, which shall continue in full force and effect for as long as IATA operates any bank accounts as referred to in Paragraph 1 above, provided that if any CASS-Export/CASS-Import Airline withdraws from a CASS-Export/CASS-Import, it shall cease to be a party to the Agreement with respect to that CASS-Export/CASS-Import. The undersigned CASS-Export/CASS-Import Airline shall nevertheless remain liable in respect of any of its liabilities arising prior to withdrawal from the respective CASS-Export/CASS-Import or termination of IATA's operation of respective bank accounts as referred to in Paragraph 1 above.

IN WITNESS WHEREOF, this Agreement has been executed on behalf of the Parties hereto by their duly authorised officers in duplicate, on the day and year that appears below:

For and on behalf of
(full name of Airline or GSSA*)

Signature
(full name of person signing)

(title of person signing)

.....
(place, date)

For and on behalf of:
International Air Transport Association

Signature
(full name of person signing)

Agency Administrator
(title of person signing)

.....
(place, date)

* A GSSA completing this agreement must do so for each CASS in which it participates.

Note: In accordance with the EXCOM decision (EXCOM/157, 28 May 1993), this Single Counterindemnity Agreement is to be signed by all airlines participating in a CASS-Export and/or CASS-Import. This one Agreement relates to all CASS-Export/CASS-Import operations in which the Airline participates.

RESOLUTION 851

Appendix 'D1'

CASS ASSOCIATE AGREEMENT

Participation in the Cargo Accounts Settlement System – (country) as CASS Associate

Agreement between CASS Airlines, represented by the Agency Administrator or his authorised representative (hereinafter referred to as the "CASS Airlines" or "CASS Airline") and

.....
(Name of CASS Associate)

having its principal office at

(hereinafter referred to as the "CASS Associate").

Whereas it is in the mutual interest of the CASS Airlines and the CASS Associate to settle amounts due on Air Waybill transactions through CASS (country).

It Is Agreed As Follows:

1. Definitions

For the purpose of this Agreement:

'Agency Administrator' means the IATA official designated by the Director General from time to time as the holder of that office or his authorised representative.

'Agent' means a Registered IATA Cargo Agent whose name is entered on the Cargo Agency List.

'Billing Participants' means CASS Airlines not being Full Participants, which submit to the Settlement Office Air Waybill data in an electronically readable form in respect of transactions made on their behalf by Agents, and which have so notified the Agency Administrator in accordance with Resolution 851. Billing Participants in CASS-(country) are named as such in the First Schedule to this Agreement, as amended from time to time in accordance with Paragraph 7 hereof.

'Cargo Accounts Settlement System (country)' ('CASS-(country)') means the method of accounting and settling accounts between CASS Airlines on the one hand, and their Agents on the other hand, as described in the applicable Cargo Agency Rules and in Resolution 851 and its Attachments, as adopted for the (country).

'Cargo Agency Rules' means as the case may be Resolution 801, 803, 805 or 809, and Resolution 801r of the IATA Cargo Agency Conference, as applicable in the (country).

'CASS Airlines' means both an IATA Member and a non-IATA air carrier from which the Agency Administrator has accepted an application and concurrence in the prescribed form participating as Full Participant or Billing Participant in CASS-(country).

'CASS Associate' means any Person, other than a Registered IATA Cargo Agent or an air carrier, which has executed an Agreement for participation in CASS-(country).

'Full Participants' means CASS Airlines not being Billing Participants, which submit accountable transactions made on their behalf by Agents to the Settlement Office. Full Participants in CASS-(country) are named as such in the First Schedule to this Agreement, as amended from time to time in accordance with Paragraph 7 hereof.

'Hinge Account' means the account opened by the CASS Management with the Settlement Office for a given period of settlement, used to receive CASS Associates' remittances and to pay out monies due to the CASS Airlines named in the First Schedule hereto.

'IATA' means the International Air Transport Association, incorporated by Special Act of the Canadian Parliament, having its Head Office at 800 Place Victoria, Montreal, in the Province of Quebec, Canada and an office at 33 Route de l'Aéroport, 1215 Geneva 15 Airport, Switzerland.

'IATA Settlement Systems Management (ISS Management)' means the appropriate department of IATA responsible for the administrative and operational functions of the IATA Settlement Systems, such as ISS budgets (cost and revenues), ISS staffing, ISS contracts (service agreements) to include signature authority and ISS office management and administration. This includes the local designated ISS representative for Cargo, who shall have overall responsibility for the CASS-Export or the CASS-Import.

'Person' means an individual, partnership, firm, association, company or corporation.

'Settlement Office' means the institution appointed by ISS Management to issue billings and to receive remittances from Agents and to distribute the monies to CASS Airlines.

For applicable definition terms used for the purpose of this Agreement, reference should be made to Resolution 823 (Definition of Terms Used in Cargo Agency Resolution).

2. Compliance with Cargo Agency Rules and other Resolution and Rules

The following Rules, Resolutions and other provisions, as amended from time to time, are deemed to be incorporated in this Agreement and made part hereof:

- (a) those provisions of IATA Resolution 851 and its Attachments relating to the participation in a CASS by persons (other than IATA Cargo Agents) tendering consignments;
- (b) the provisions of IATA Resolution 801r, Section 2, except that the term 'Agent' as used therein shall for the purpose of this Agreement be deemed to read 'CASS Associate';
- (c) the Local Customer Services Manual – CASS (Export).

3. Authority of CASS Management

In all matters affecting the obligations of the CASS Associate under this Agreement and all applicable IATA Resolutions, ISS Management is authorised to act on behalf of each CASS Airline; and any direction or request given or made to the CASS Associate by ISS Management shall be as effective as if given or made by such CASS Airline.

4. Monies due by CASS Associate due CASS Airlines – Remittance

(a) the CASS Associate shall be responsible for the payment of any and all monies due to any CASS Airline resulting from the issuance of any transportation documents in the name of the CASS Airline and/or from the sale of any ancillary services under this Agreement;

(b) as from the time such monies become due for payment to the CASS Airline, such monies are deemed to have become the property of the CASS Airline and shall be held by the CASS Associate in trust for or on behalf of the CASS Airline until satisfactorily accounted for to the CASS Airline and settlement made in accordance with IATA Resolution 801r, Section 2, even though pursuant to that Section the CASS Associate may have been authorised to retain temporary custody of such monies. The CASS Airline may, subject to applicable currency regulations, designate the currencies in which remittances are to be made;

(c) the CASS Associate shall remit to the CASS Airline such monies at such times and under such conditions as the CASS Airline may designate from time to time in writing.

5. CASS Associate in Default

Notwithstanding the provisions of IATA Resolution 801r, Section 2, Paragraph 2.8.1.4 (c), when the CASS Associate is in default, the Settlement Office shall immediately cease to process transactions concerning the CASS Associate. The Agency Administrator, using the applicable financial criteria adopted by the Cargo Agency Conference, shall review the financial standing of the CASS Associate and shall either instruct the Settlement Office to reinstate the CASS Associate or terminate this Agreement pursuant to Paragraph 13 hereof.

6. Liability

IATA and the Director General of IATA, the Agency Administrator, ISS Management and employees and representatives of IATA concerned in the administration or operation of the CASS, shall not be liable to the CASS Associate for any loss or damage suffered by the CASS Associate arising out of any act done or omitted in good faith in carrying out their functions under this Agreement or any other functions which they may be required to perform in the administration or operation of CASS-(country).

7. Changes in CASS Airlines' Participation Status

(a) The Agency Administrator may, from time to time during the currency of this Agreement, give written notice to the CASS Associate that the name of a CASS Airline is to be added to the list of CASS Airlines in the First Schedule hereto. The CASS Airline mentioned in the notice shall become a party to this Agreement on the date specified in the notice;

(b) the Agency Administrator may, from time to time during the currency of this Agreement, give written notice to the CASS Associate that the name of a CASS Airline is to be deleted from the list of CASS Airlines in the First Schedule

hereto. The CASS Airline mentioned in the notice shall cease to be a party to this Agreement on the date specified in the notice;

(c) the notices referred to in this Paragraph shall specify whether the CASS Airline is to be listed as a Full Participant or Billing Participant, as the case may be.

8. Assignment of CASS Associate Code

On the execution of this Agreement, the CASS Management shall assign an alpha/numeric code designation to the CASS Associate for use on Air Waybills and CASS administrative forms. The code shall be administered and published by the Agency Administrator.

9. Force Majeure

Neither party shall be liable for failure to perform any of its obligations under this Agreement when such failure is due to fire, flood, strikes, labour troubles or other industrial disturbances, inevitable accidents, war (declared or undeclared), legal restrictions imposed by the national government, riots, insurrections or any cause beyond the control of the party concerned.

10. Assignment of Rights

The CASS Associate shall not assign any of its rights or obligations under this Agreement.

11. Cessation of Operations and Changes in Ownership or Control

If the CASS Associate ceases (or transfers) the operation of the business to which this Agreement relates, or if any substantial change occurs in the control of a CASS Associate which is a company or corporation, or if a change in partners occurs in a CASS Associate which is a partnership, the CASS Associate shall, prior to the cessation, transfer or change becoming effective, notify the Agency Administrator for appropriate action.

12. Governing Law and Arbitration

This Agreement shall be governed by and interpreted in accordance with the laws of (country) and any difference or dispute arising between the parties with respect to the interpretation, meaning or effect of this Agreement or relating to any rights or obligations herein contained shall be finally settled by arbitration to be held in the (country), under the rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more Arbitrators appointed in accordance with such Rules.

13. Termination

This Agreement shall remain in force until:

(a) terminated by not less than three (3) months' written notice given by one party to the other party; or

(b) terminated by the Agency Administrator pursuant to Paragraph 5 hereof; or

(c) execution of the Cargo Agency Agreement (IATA Resolution 801a) by the CASS Associate; or

(d) application has been lodged by the CASS Associate for registration as an IATA Cargo Agent, and such application has been disapproved for failure to meet the financial criteria laid down in or established pursuant to the Cargo Agency Rules; or

(e) the CASS Associate ceases to operate the business to which this Agreement relates.

14. Use of Records

The CASS Associate authorises the Agency Administrator to make use of the financial records of CASS-(country) in respect of the CASS Associate in the event that the CASS Associate applies for Registration as IATA Cargo Agent.

15. Participation Fee

The CASS Associate shall pay a fee for its participation in CASS-(country) in accordance with the Second Schedule to this Agreement, being an amount established from time to time by ISS Management.

16. Effectiveness

This Agreement shall become effective on

In witness whereof

this Agreement has been executed this
day of 19

On behalf of the CASS Airlines by the Agency Administrator or his authorised representative:

On behalf of the CASS Associate:

Title:

RESOLUTION 851

Appendix 'D2'

CASS ASSOCIATE AGREEMENT FOR EUROPEAN AIR CARGO PROGRAMME (EACP) COUNTRIES

Participation in the Cargo Accounts Settlement System (CASS) – (country) as a CASS Associate

An Agreement between CASS Airlines, represented by the Agency Administrator or his authorised representative (hereinafter referred to as the "CASS Airlines" or "CASS Airline") and

.....
(Name of CASS Associate)

having its principal office at

(hereinafter referred to as the "CASS Associate").

WHEREAS it is in the mutual interest of the CASS Airlines and the CASS Associate to settle amounts due on Air Waybill transactions through CASS (country).

It Is Agreed As Follows:

1. Definitions

For the purpose of this Agreement:

'Agency Administrator' means the IATA official designated by the Director General from time to time as the holder of that office, or his authorized representative.

'CASS Airline' means any airline that participates in the IATA Cargo Accounts Settlement System (CASS).

'CASS Associate' means any person, other than a registered IATA EACP Intermediary, which has executed this Agreement for settlement of money owed to CASS airlines.

'Person' means an individual, partnership, firm, association, company or corporation.

'IATA' means the International Air Transport Association, incorporated by Special Act of the Canadian Parliament, having its Head Office at 800 Place Victoria, Montreal, in the Province of Quebec, Canada and an office at 33 Route de l'Aéroport, 1215 Geneva 15 Airport, Switzerland.

2. Compliance with CASS Rules and Procedures

The following Rules and Procedures shall apply:

the Local Customer Services Manual — CASS.

3. Authority of CASS Management

In all matters affecting the obligations of the CASS Associate under this Agreement the IATA CASS Management is authorised to act on behalf of each CASS Airline; and any direction or request given or made to the CASS Associate by the IATA CASS Management shall be as effective as if given or made by such CASS Airline.

4. Monies due by CASS Associate to CASS Airlines — Payment

- a) The CASS Associate shall be responsible for the payment of any and all monies due to any CASS Airline resulting from the issuance of any transportation documents in the name of the CASS Airline;
- b) Monies payable at origin shall be deemed due by the CASS Associate to a CASS Airline when the air waybill is executed;
- c) Where the associate acts as an agent for the carrier, such monies shall remain the property of the CASS Airline, and shall be held in trust by the CASS Associate until such monies are paid to the CASS Airline in accordance with the terms of this Agreement;
- d) The CASS Associate shall remit to the CASS Airlines such monies at such times and under such conditions as the CASS Airline may designate from time to time, in writing.

5. CASS Billing Frequency

CASS Associates shall be billed by CASS Airlines in accordance with local CASS procedures.

6. Payment Terms and Conditions

CASS Associates shall remit monies due in accordance with the CASS remittance frequency, so as to reach the CASS Office by the close of business on a date which shall be the 30th day following the last day of the calendar billing period. If this date falls on a weekend or bank holiday, then the payment date shall be the first working day thereafter. This date shall be called the remittance date.

Details of exact dates and times shall be advised by CASS Management and reflected in the CASS Local Customer Services Manual.

Other governing Rules and Procedures shall be those shown in the CASS Local Customer Services Manual.

7. Grace Period

From and including the first day after the remittance date, a grace period of 10 calendar days (15 days in the UK for CASS Imports) will be allowed for any Associate to settle any outstanding amounts.

8. Irregularity

- a) Irregularities in the CASS Associate’s settlement shall result in the CASS Manager sending a “Notice of Irregularity” (NOI) to the CASS Associate in the form of a registered letter or e-mail. Any CASS Associate sent a NOI will be given a penalty point(s).
- b) For the purposes of recording irregularities, the following penalty point (pp) system shall be applied during the grace period:

a) Late payment	1 pp
b) Unauthorised short payment	1 pp
c) Dishonoured cheque	2 pp
d) Rejected Direct Debit	2 pp
e) Rejected electronic transfer	2 pp

9. CASS Payment Integrity

- a) If 4 penalty points in respect of a CASS Associate in a specific country are accumulated during any 12 consecutive months, the CASS Manager shall suspend such CASS Associate from CASS, pending a financial review.
- b) If payment is refused or cannot be obtained from a CASS Associate by the end of the grace period, the CASS Manager shall suspend such Associate from CASS, pending a financial review.
- c) Before any Associate can be re-instated in CASS, such Associate must have settled all outstanding amounts plus any pending items up to the date of reinstatement.
- d) If, following any review, the Associate is re-instated in CASS, but subsequently receives two additional penalty points during the next 12 month period in the same country, the CASS Manager shall again suspend such Associate from CASS, pending a further financial review.
- e) If a CASS Associate is not re-instated in CASS, then the Agency Administrator may terminate this Agreement in accordance with Paragraph 17.
- f) In all cases, the CASS Code of Conduct, contained in the CASS Local Customer Services Manual shall be applied.
- g) The Trust provisions of Paragraph 4 c) shall be applied to any outstanding monies owed by any CASS Associate that enters bankruptcy or receivership.

10. Liability

IATA employees and their representatives concerned in the administration or operation of the CASS, shall not be liable to the CASS Associate for any loss or damage suffered by the CASS Associate arising out of any act done or omitted in good faith in carrying out their functions under this Agreement or any other functions which they may be required to perform in the administration or operation of CASS-(country).

11. Changes in CASS Airlines’ Participation Status

The CASS Manager may, from time to time during the term of this Agreement, give written notice to the CASS Associate that the name of a CASS Airline is to be added to or deleted from the list of CASS Airlines participating in CASS. The CASS Airline mentioned in the notice shall become, or cease to become a party to this Agreement on the date specified in the notice.

12. Assignment of CASS Associate Code

On the execution of this Agreement, the CASS Manager shall assign an alpha/numeric code designation to the CASS Associate for use on any transportation documents and CASS administrative forms.

13. Force Majeure

Neither party shall be liable for failure to perform any of its obligations under this Agreement when such failure is due to fire, flood, strikes, labour troubles or other industrial disturbances, inevitable accidents, war (declared or

undeclared), legal restrictions imposed by the national government, riots, insurrections or any cause beyond the control of the party concerned.

14. Assignment of Rights

The CASS Associate shall not assign any of its rights or obligations under this Agreement.

15. Cessation of Operations and Changes in Ownership or Control

If the CASS Associate ceases (or transfers) the operation of the business to which this Agreement relates, or if any substantial change occurs in the control of a CASS Associate which is a company or corporation, or if a change in partners occurs in a CASS Associate which is a partnership, the CASS Associate shall, prior to the cessation, transfer or change becoming effective, notify the CASS Manager.

16. Governing Law and Arbitration

This Agreement shall be governed by and interpreted in accordance with the laws of (country) and any difference or dispute arising between the parties with respect to the interpretation, meaning or effect of this Agreement or relating to any rights or obligations herein contained shall be finally settled by arbitration to be held in the (country), under the rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more Arbitrators appointed in accordance with such Rules.

17. Termination

This Agreement shall remain in force until:

- (a) Terminated by not less than one month written notice given by one party to the other party; or
- (b) Terminated by the Agency Administrator pursuant to Paragraph 9 e).
- (c) Superseded by the Associate becoming a registered Intermediary in the IATA European Air Cargo Programme (EACP).

18. Use of Records

The CASS Associate authorises the CASS Manager to make use of the financial records of CASS- (country) in respect of the CASS Associate in the event that the CASS Associate applies for registration as an IATA EACP Intermediary.

19. Participation Fee

The CASS Associate shall pay any applicable fee for its participation in CASS- (country) The CASS Manager will advise if such a fee applies.

20. Effectiveness

This Agreement shall become effective on

In witness whereof

this Agreement has been executed this
day of 19

On behalf of the CASS Airlines by the Agency Administrator
or his authorised representative:

On behalf of the CASS Associate:

.....
Title:

RESOLUTION 851

Appendix ‘E’

FORM OF APPLICATION AND CONCURRENCE

To be completed by a Non-IATA Air Carrier

TO:

Agency Administrator
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec H4Z 1M1
Canada

1. Name of Applicant:
Address:
.....
2. The Airline maintains stocks of its Air Waybills with IATA Cargo Agents in (*country*).
3. The Airline acknowledges that it has received **inter alia** copies of the following documents and IATA Resolutions, together with such explanation of their contents, as it requires:
 - IATA Resolution 600a, Air Waybill;
 - IATA Resolution 851, Cargo Accounts Settlement System;
 - Attachment ‘A’ to IATA Resolution 851, CASS Technical Specifications Handbook;
 - The ISS Service Provisions Manual Cargo;
 - The Local Customer Services Manual – CASS (Export);
 - △ — IATA Resolution 801r (or Resolution 801re for EACP countries), Reporting and Remittance Procedures, Section 2;
 - Cargo Agency Administration Rules; Resolution ..., Section ... and Resolution ...;
 - IATA Resolution 821, Cargo Agents’ Numeric Code;
 - IATA Resolution 893, Disclosing another Member’s Position taken at an IATA Meeting;
 - IATA Resolution 833, Ready for Carriage Consignments.
4. The Airline hereby applies to participate in CASS (*country*) (hereinafter called ‘the CASS’) on the following terms and conditions:
 - 4.1 The Airline authorises the Agency Administrator to give notice to the Settlement Office that the name of the Airline is to be added to the list of CASS Airlines in the First Schedule of the General Settlement Office Agreement.
 - 4.2 The Airline shall become a Full Participant/Billing Participant (*see Note*), with effect from the date when it becomes a party to the Settlement Office Agreement in accordance with the terms of that Agreement.
 - 4.3 Except as otherwise provided in the Subparagraphs hereof, the Airline shall be bound by the same conditions and obligations as the other CASS Airlines. The Airline shall observe and be bound by the provisions of the documents listed in Paragraph 3 hereof, as well as subsequent additions, deletions or amendments thereto, as though the Airline were a Member of IATA and a party to the Resolutions or the Sections of Resolutions set out in those documents.
 - 4.4 The amounts for participation in CASS (*country*) are as follows:

a) Non-IATA Air Carrier Joining fee	USD	3,500.00*
b) Non-IATA air carrier annual fee	USD	500.00

* Amount determined for country by ISS Management in conjunction with CPG

- c) Annual charges in accordance with pricing schedule communicated and published by ISS Management
(all amounts, plus tax, if applicable).

The amounts specified under a) and b) above shall be payable in their entirety upon the acceptance of the present application by the Agency Administrator. The level of amounts for subsequent calendar years shall be those set from time to time by ISS Management, after consideration of the operating expenses of the CASS, and shall be payable at the beginning of each calendar year. The amounts specified under c) above shall be payable according to a payment schedule established by CASS (country).

- 4.5 The conditions of the Airline's participation in the CASS may be amended by the Cargo Agency Conference from time to time upon serving the Airline notice in writing reasonably in advance of the effectiveness of such amendment.

- 4.6 The Airline's participation in the CASS shall continue until either:

- 4.6.1 The Airline has (through the Agency Administrator) given thirteen calendar months' advance notice in writing to the Settlement Office of withdrawal from the General Settlement Office Agreement and such notice has become effective in accordance with the terms of the said Agreement; or

- 4.6.2 The Agency Administrator, acting on the authority of at least two-thirds of those Members of IATA participating in CASS (country), has given to the Airline three calendar months' advance notice, in writing, of termination of the Airline's participation in CASS (country). In the event the Agency Administrator gives such notice, he shall at the same time give notice to the Settlement Office of termination of the Airline's participation in the General Settlement Office Agreement; thereafter the Airline shall cease to be a party to that Agreement three calendar months from the date of the said notice.

- △ 5. The Airline undertakes to indemnify IATA, its officers and employees against any liability (including liability for legal costs) for any action taken or omitted in good faith in the performance of their functions with respect to the CASS under Section 2 of Resolution 801r (or Resolution 801re for EACP countries) and under Resolution 851 and its Attachment.

6. This Application may be accepted, and will then become a contract binding the parties, upon counter signature by the Agency Administrator of the enclosed duplicate copy to be returned to the Airline at the address given above.

To be completed by the Airline:

Signature:

Name:

Title:

Date:

Accepted for and on behalf of IATA Cargo Accounts Settlement System by the Agency Administrator

Signature:

Name:

Title:

Date:

Notes: Indicate either "Full Participant" or "Billing Participant".

When submitting this Form of Application and Concurrence, the Airline is to attach a copy of its current timetable.

RESOLUTION 851**Appendix 'F'****FORM OF APPLICATION AND CONCURRENCE
To be completed by a General Sales and Service Agent (GSSA)**

TO:

Agency Administrator
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec H4Z 1M1
Canada

1. Name of Applicant:
Address:
.....
2. The GSSA represents Airlines, which maintain stocks of their Air Waybills with Agents in (*country*). The Airlines represented are listed in Schedule 1 to this form (*attached*).
- 2.1 The GSSA may from time to time advise the Agency Administrator that the name of an airline is to be added or deleted from the list in Schedule 1, by submitting the "Form of Authorisation" (*attached*).
3. The GSSA acknowledges that it has received *inter alia* copies of the following documents and IATA Resolutions, together with such explanation of their contents as it requires:
 - IATA Resolution 600a, Air Waybill;
 - IATA Resolution 851, Cargo Accounts Settlement System;
 - Attachment 'A' to IATA Resolution 851, CASS Technical Specifications Handbook;
 - △ — IATA Resolution 801r (or Resolution 801re for EACP countries), Reporting and Remittance Procedures, Section 2;
 - IATA Cargo Agency Administration Rules: Resolution..., Section ... and Resolution...;
 - IATA Resolution 821, Cargo Agents' Numeric Code;
 - IATA Resolution 833, Ready for Carriage Consignments;
 - The ISS Service Provisions Manual Cargo;
 - The Local Customer Services Manual – CASS (Export).
4. The GSSA hereby applies to participate in CASS (*country*) (hereinafter called "the CASS") on the following terms and conditions:
 - 4.1 The GSSA authorises the Agency Administrator to give notice to the Settlement Office that the name of the Airline is to be added to the list of Carriers in the First Schedule of the Settlement Office Agreement;
 - 4.2 The GSSA shall become a Full Participant/Billing Participant (*see Note*) with effect from the date when it becomes a party to the Settlement Office Agreement in accordance with the terms of that Agreement;
 - 4.3 Except as otherwise provided in Subparagraph 4.6.3, the GSSA shall adhere to the procedures laid down in the relevant Resolutions and their attachments and in the CASS Manuals as if it were a "carrier" in general, and as a "Full Participant" or "Billing Participant", and therefore shall be bound by the same conditions and obligations as the other Carriers of which the following are particularly brought to notice.
 - 4.3.1 The GSSA shall observe and be bound by the provisions of the documents listed in Paragraph 3 hereof, as well as subsequent additions, deletions or amendments thereto, as though the GSSA were an Airline Member of IATA and a party to the Resolutions or the Sections of Resolutions set out in those documents;

4.4 The amounts for participation in CASS (country) are as follows:

- a) GSSA joining fee USD 3,500.00*
- b) GSSA annual fee USD 500.00*
- c) Annual charges in accordance with the pricing schedule communicated and published by ISS Management
(All amounts plus tax if applicable)

The amounts specified under a) and b) above shall be payable in their entirety upon the acceptance of the present application by the Agency Administrator. The level of amounts for subsequent calendar years shall be those set from time to time by ISS Management, after consideration of the operating expenses of the CASS, and shall be payable at the beginning of each calendar year. The amounts specified under (c) above shall be payable according to a payment schedule established by CASS (country).

4.5 The conditions of the GSSA's participation in the CASS may be amended by the Cargo Agency Conference, from time to time, upon serving the GSSA notice, in writing, reasonably in advance of the effectiveness of such amendment.

4.6 The GSSA's participation in the CASS shall cease:

4.6.1 Only when the GSSA has given thirteen months' advance notice, in writing, to the Settlement Office (through the Agency Administrator) of withdrawal from the Settlement Office Agreement and such notice has become effective in accordance with the terms of the said Agreement;

4.6.2 Only when the Member(s) appointing the GSSA has (have) notified the Agency Administrator, in accordance with Resolution 871, with not less than three calendar months' notice, in writing, that they have terminated their appointment of the GSSA;

4.6.3 The Agency Administrator, acting on the authority of at least two-thirds of those Members of IATA participating in the CASS, has given to the GSSA three calendar months' advance notice, in writing, of termination of the GSSA's participation in the CASS. In the event the Agency Administrator gives such notice, he shall at the same time notify the Settlement Office of termination of the GSSA's participation in the Settlement Office Agreement; thereafter the GSSA shall cease to be a party to that Agreement three calendar months from the date of the said notice.

△ 5. The GSSA undertakes to indemnify IATA, its officers and employees against any liability (including liability for legal costs) for any action taken or omitted in good faith in the performance of their functions with respect to the CASS under Section 2 of Resolution 801r (or Resolution 801re for EACP countries) and under Resolution 851 and its Attachment.

6. This Application may be accepted, and will then become a contract binding the parties, upon counter signature by the Agency Administrator of the enclosed duplicate copy to be returned to the GSSA at the address given above.

To be completed by the GSSA:

Signature:

Name:

Title:

Date:

Accepted for and on behalf of IATA Cargo Accounts Settlement System by the Agency Administrator

Signature:

Name:

Title:

Date:

Note: Indicate either "Full Participant" or "Billing Participant"

* Amount determined for country by ISS Management in conjunction with CPG

RESOLUTION 851**Appendix 'G'****FORM OF AUTHORISATION****To be completed by an IATA Member Airline****STATEMENT BY PRINCIPAL AIRLINE *****FOR GSSA ACTING ON THEIR BEHALF TO PARTICIPATE IN CASS (country)**

TO:

Agency Administrator
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec H4Z 1M1
Canada

Name of Airline:

Address:

.....

- a) hereby authorises **(name of GSSA applicant)** to act on its behalf in the collection and payment of all amounts settled through the Cargo Accounts Settlement System of *(country)* to which the above-named GSSA is applying to become a Full Participant/Billing Participant *(see Note)*;
- b) *confirms that, in conformity with Resolution 871, Paragraph 8., it:*
- i) has notified the Agency Administrator of the name and address of the GSSA, the effective date of the appointment and the GSSA territory;
 - ii) shall notify the Agency Administrator of any subsequent changes to the appointment affecting the information in the original notification.

Signature:

Name (in print):

Title:

Date:

Note: *Indicate either "Full Participant" or "Billing Participant"*

* A separate authorisation should be provided for each airline represented by the GSSA



FORM OF AUTHORISATION

To be completed by a Non-IATA Air Carrier

STATEMENT BY PRINCIPAL AIRLINE *

FOR GSSA ACTING ON THEIR BEHALF TO PARTICIPATE IN CASS (country)

TO:

Agency Administrator
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec H4Z 1M1
Canada

Name of Airline:

Address:

.....

- a) hereby authorises (**name of GSSA applicant**) to act on its behalf in the collection and payment of all amounts settled through the Cargo Accounts Settlement System of (*country*) to which the above-named GSSA is applying to become a Full Participant/Billing Participant (*see Note*);
- b) confirms that, in the event that it terminates its appointment of the GSSA acting on its behalf, it shall provide written notification of the termination to ISS Management (through the Agency Administrator) with not less than three calendar months' notice prior to the effective date of termination of the appointment.

Signature:

Name (in print):

Title:

Date:

Note: indicate either "Full Participant" or "Billing Participant"

* A separate authorisation should be provided for each airline represented by the GSSA

RESOLUTION 851**Appendix ‘H’****LOCAL CUSTOMER SERVICES
MANUAL – CASS (EXPORT)
CONTENTS**

The contents of the Manual shall cover the following items in the sequence indicated below:

- Table of Contents
 - List of Full Participants
 - List of Billing Participants
 - Glossary
 - Outline of the CASS
 - Local Service Provisions and Codes of Conduct
 - Administrative Forms and Procedures
 - AWB Completion
 - Billing And Remittance Schedules
 - Output Documentation
 - Settlement Procedures
 - Notification of Changes
 - Annual Sales Figures
 - CASS Management Contacts
-

RESOLUTION 851f**AGENTS LIAISON WORKING GROUPS**

CAC1(31)851f(except USA) (amended) Expiry: Indefinite

CAC2(31)851f (amended) Type: B

CAC3(31)851f (amended)

RESOLVED that,

in all CASS countries, the Cargo Agency Conference hereby establishes an Agents Liaison Working Group, to ensure full consultation with the national association(s) of cargo agents, on the operation of the CASS-Export and CASS-Import. In particular, the ALWG shall ensure that any enhancements or modifications to the system, affecting the Agents’ interests, have been discussed with, and have attracted a broad consensus, from the agents association, prior to implementation of them.
