CASS*link*

User Manual for CASS Agents

Version 1.9

Contents

1.   Introduction

This manual for CASS*link* has been compiled in order to assist CASS*link* users in the use of the system. **This manual is supposed to reflect version 1.9 of the system.**

CASS*link* will provide CASS Managers, Airlines and Agents with a single point of contact where:

- ➢ AWB information can be submitted by airlines (and CASS managers)

- ➢ CASS operation (Processing information and master files) can be maintained by CASS managers

- ➢ PDF invoice information and validation reports can be accessed online as well as being distributed via e-mail.

The CASS*link* back office application will process and consolidate the submitted information into billing statements and invoices in order to generate and distribute PDF output.

All communication with the CASS*link* application should be done using the Internet as the media through use of the necessary access and security, like https and encryption of transmitted information.
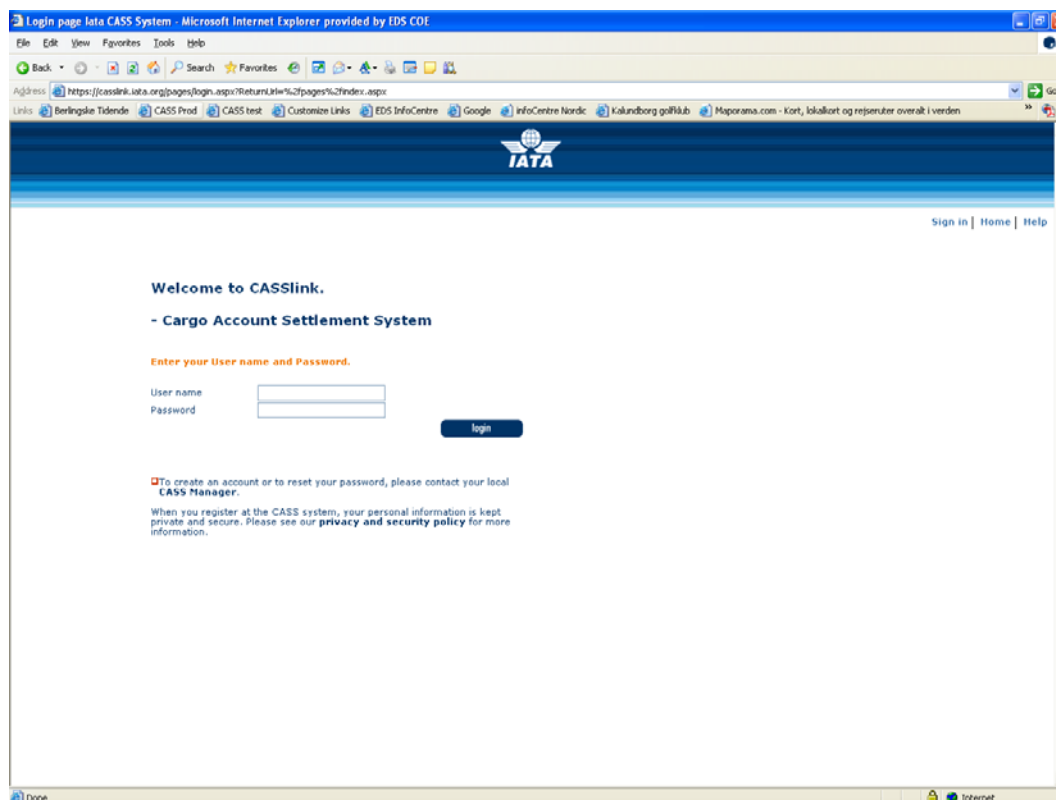
1.1 CASS*link* application services

The following services are available in the CASS*link* application at https://casslink.iata.org:

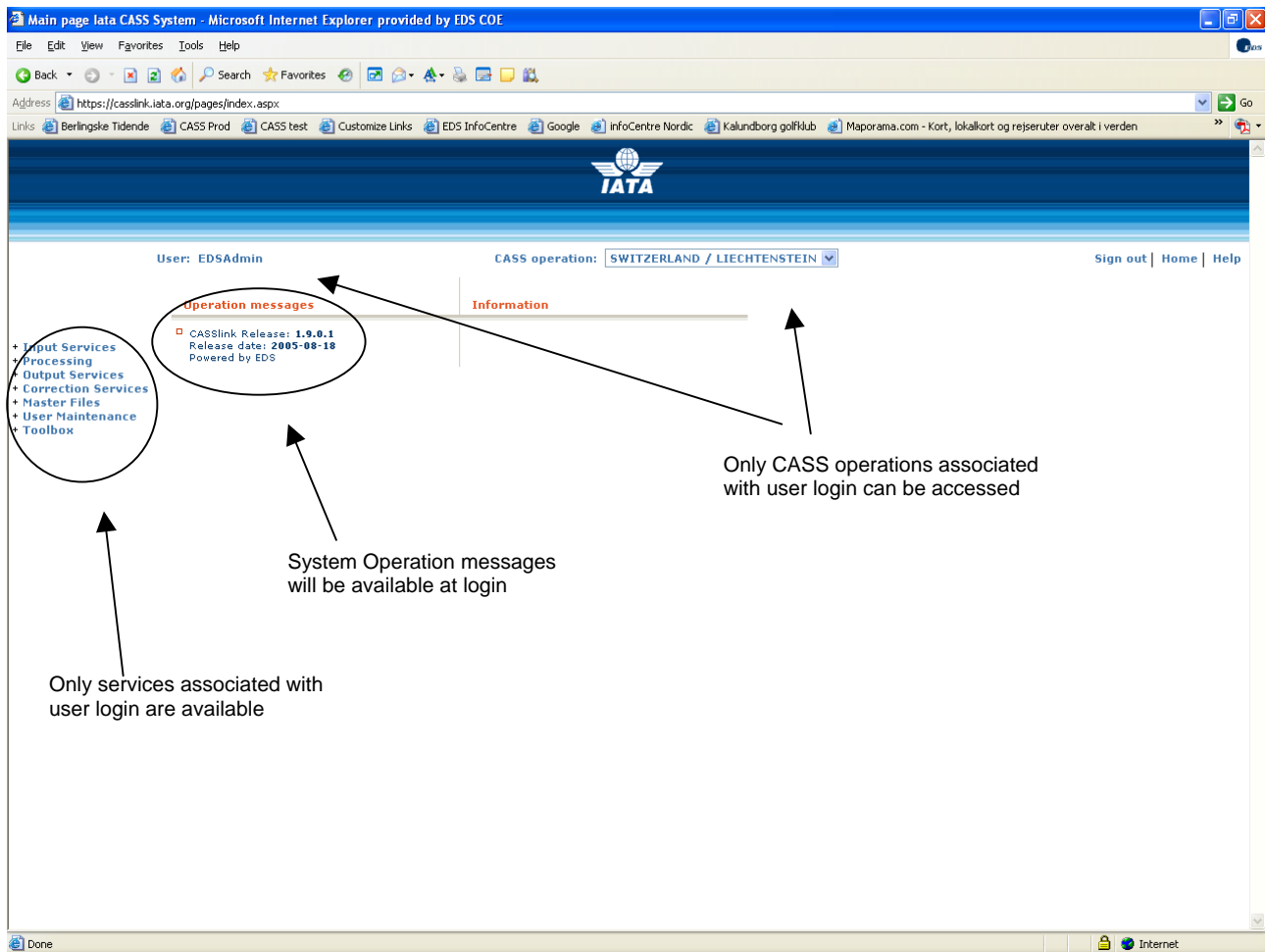| Service Components	Functionality
CASS front-end	
Input service	Online service to receive and handle AWB and DCM transactions submitted as billing files
Correction service	Online service to make corrections
Output service	Online service to distribute CASS output such as PDF invoice specifications and validation reports to agents and Airlines
CASS back office	
Master files	Online service to maintain specific CASS operation master files
Processing	Online service to view history of CASS operation processing; setup of billing and remittance periods; initiate distribution of processed data to agents and airlines.
User maintenance	Online service to maintain CASS operations user access information and to assign services to users.

1.2 Login to *CASSlink* application

To gain access to https://casslink.iata.org the user has to sign in.

The following login screen enables authorized user to access the CASS*link* application:
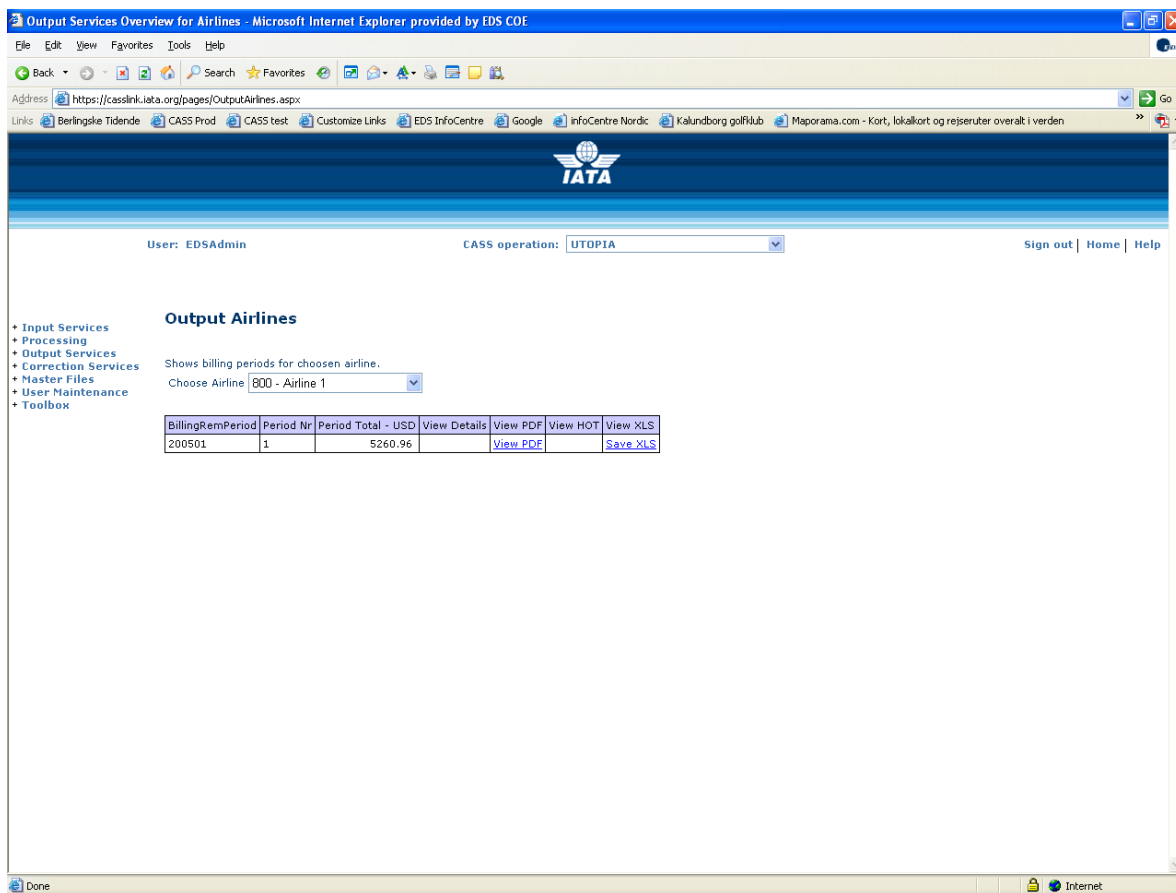
1.3 Basic functionality and layout

When the user has been provided with a User name and password and he is logging on to CASS*link* the
following screen (home page) will be available:

Only CASS operations associated
with user login can be accessed

System Operation messages
will be available at login

Only services associated with
user login are available

2.   Output Service

2.1 Output airlines and Output agents

Output Airline and Output Agent

This service allows the user to view result of daily and final processing for current billing period.

Select the Airline or Agent required and view their output.

The PDF report will be available after the processing.

The HOT will also be available for download, provided the Airline or Agent has subscribed to the HOT option.

The XLS will also be available for download, provided the Airline or Agent has subscribed to the XLS option.

View Detail will only be available if the daily processing has been executed.

After the period processing the result can be seen as PDF output.

Selecting View Detail will allow the user to browse all transactions and view amounts for single records for the current billing period.
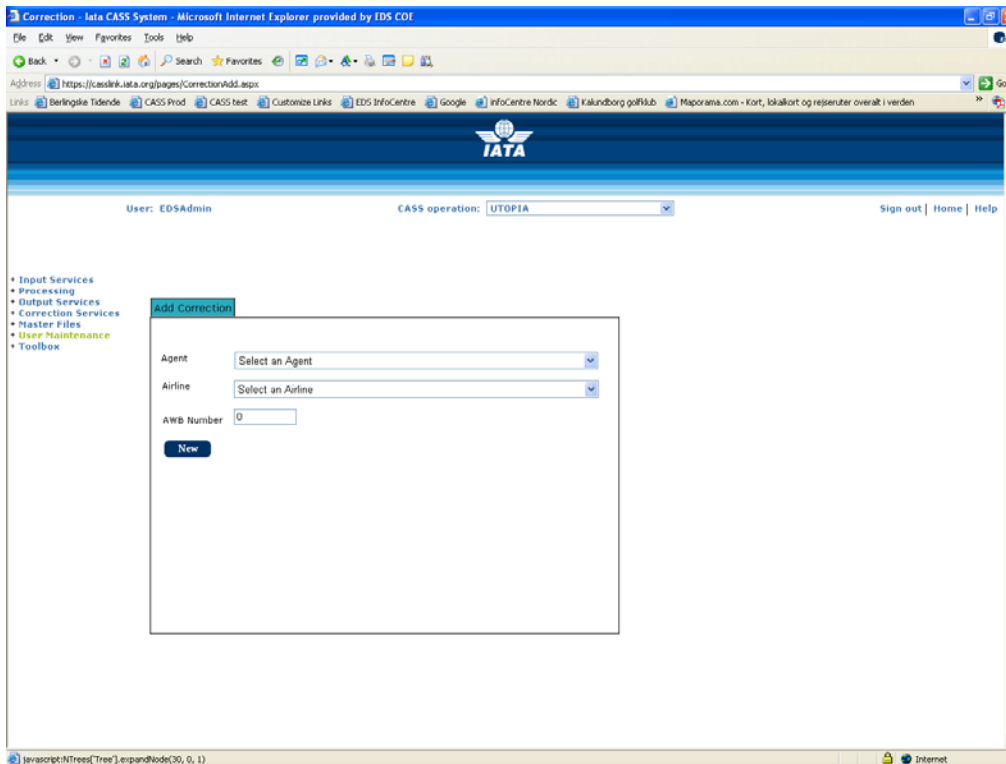
2.2 AWB history
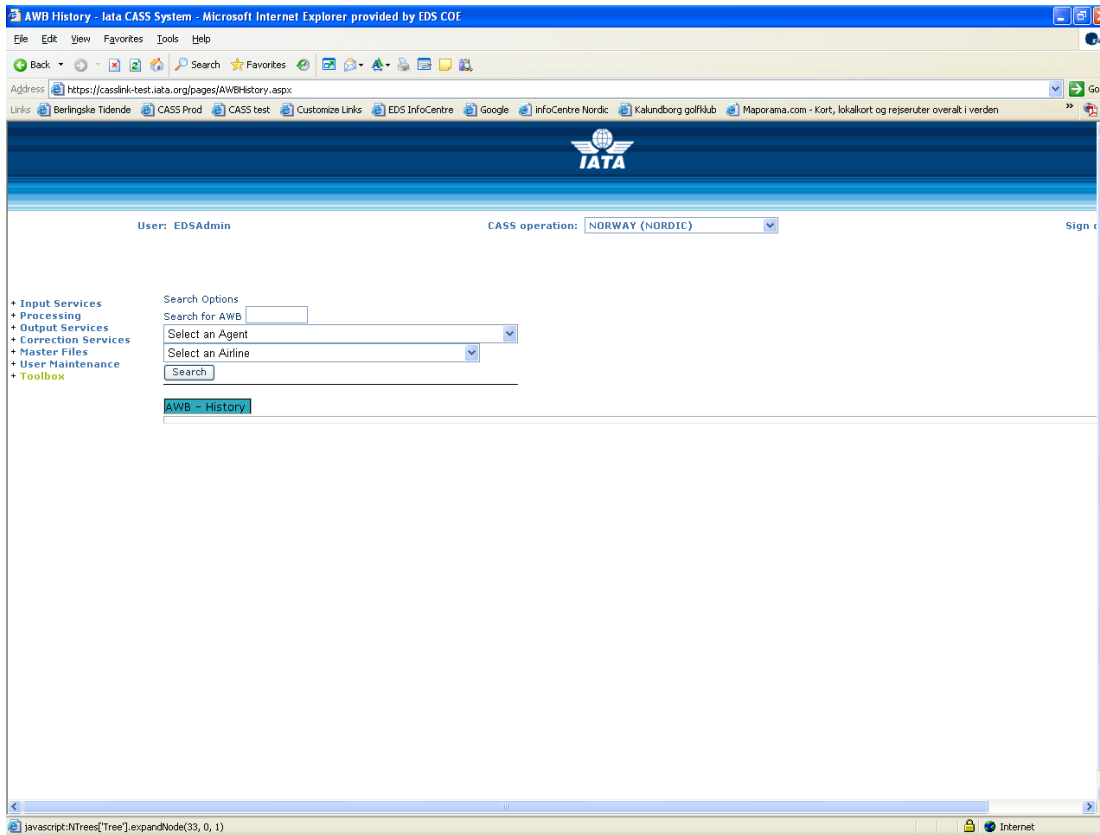
The AWB history service provides the facility to search for historical AWB data. It is possible to search by AWB-number, but selection by airline and agent is also possible.

Data is available as long as information is "live" in the system. For more information please contact your local CASS manager.
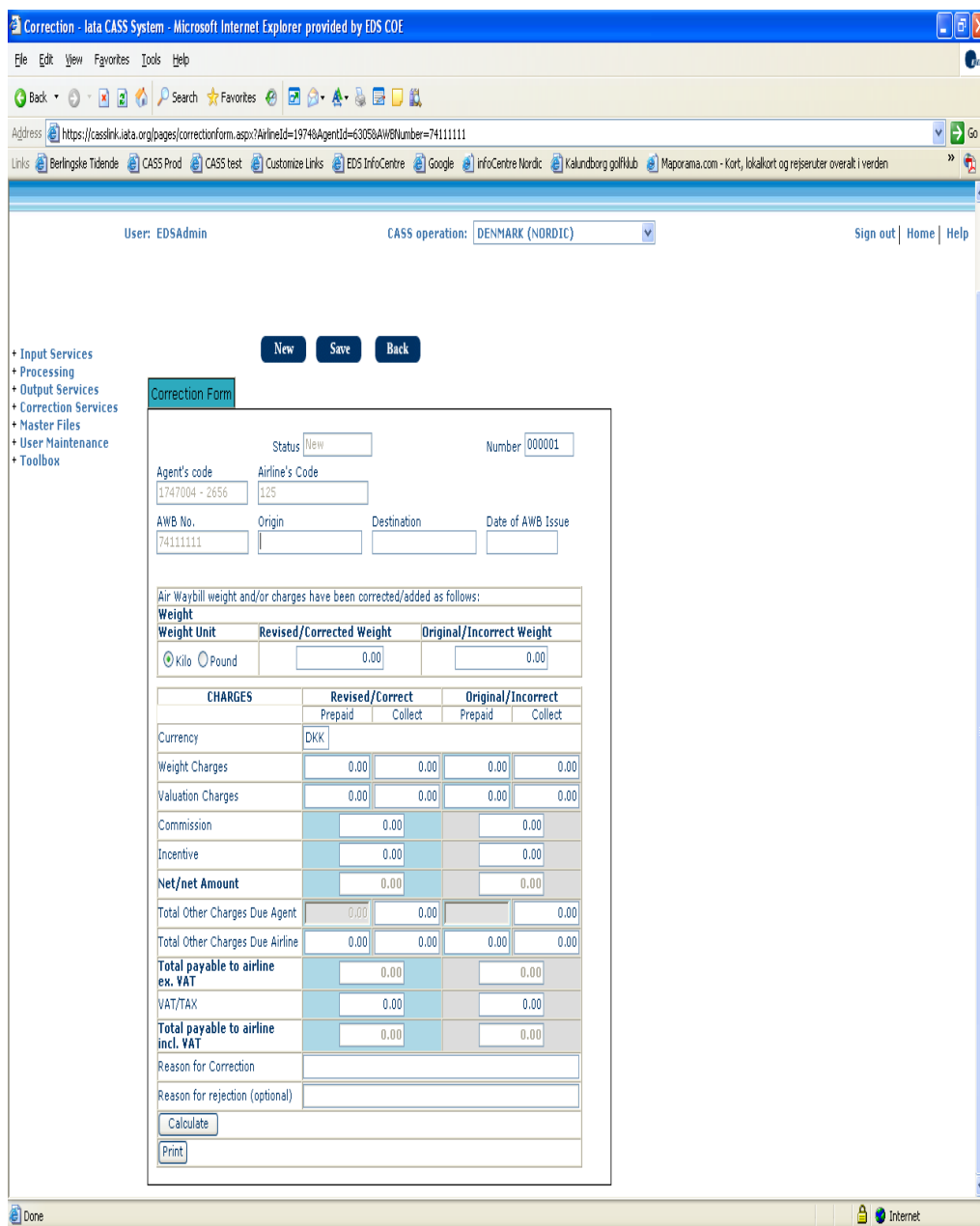
3.   Correction Service

3.1 Add correction

In the Add correction service agents/airlines can request or add corrections by completing this mask.

Select an Agent and Airline from the drop down menu, enter the AWB number and click "new".

A correction form will appear with the 'Original /Incorrect Charges' side pre-entered, as previously processed.

Note: This will depend on the on-line storage time set by the CASS Operation.

Correction raised by Agent

If an Agent raises a Correction and clicks the save button, it will be saved and await the Airline to action on it.

Correction raised by an Airline

Corrections done by Airlines and CASS managers are automatically approved and will be loaded for processing.

If an error has been made when completing the correction, click on the BACK button of the correction form and start anew.

3.2 View correction
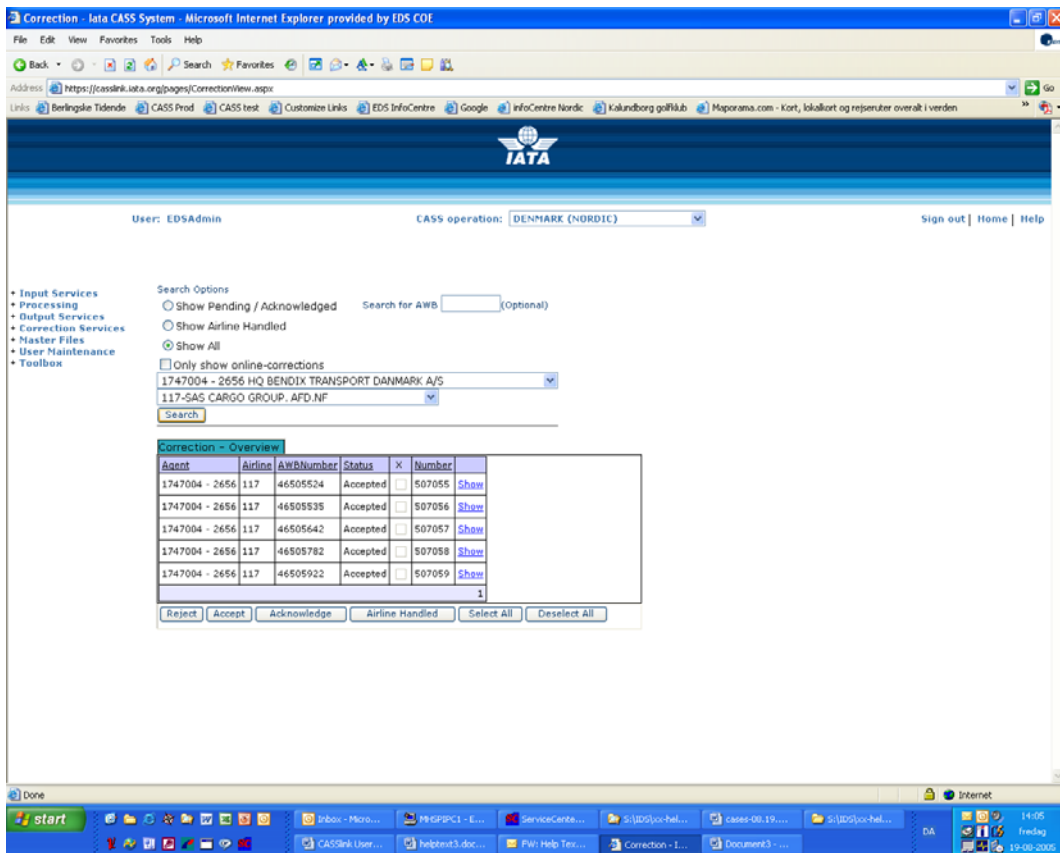
The view correction service will provide an overview of corrections. By default new corrections will be shown as top entries.
Select "Show all" to display all corrections (including automatically loaded DCMs submitted by airlines from their in-house systems).

It is also possible to search for the AWB-Number by entering the first part of it.

New correction requests can either be Accepted, Rejected, Acknowledged, or Airline Handled.

Status Accepted:	Airline has accepted correction request
Status Rejected:	Airline has rejected correction request
Status Acknowledged:	Airline has looked at request, but will action later
Status Airline Handled:	Airline has accepted correction request, but will handle request through its in-house system

Corrections done by airlines will automatically be approved and processed.

Corrections requested by agents need action by the airline.

By selecting "Select ALL" all not accepted corrections on the screen, will be selected. This way the airline can approve multiple corrections. By selecting "Deselect ALL" all selected corrections, will be deselected.
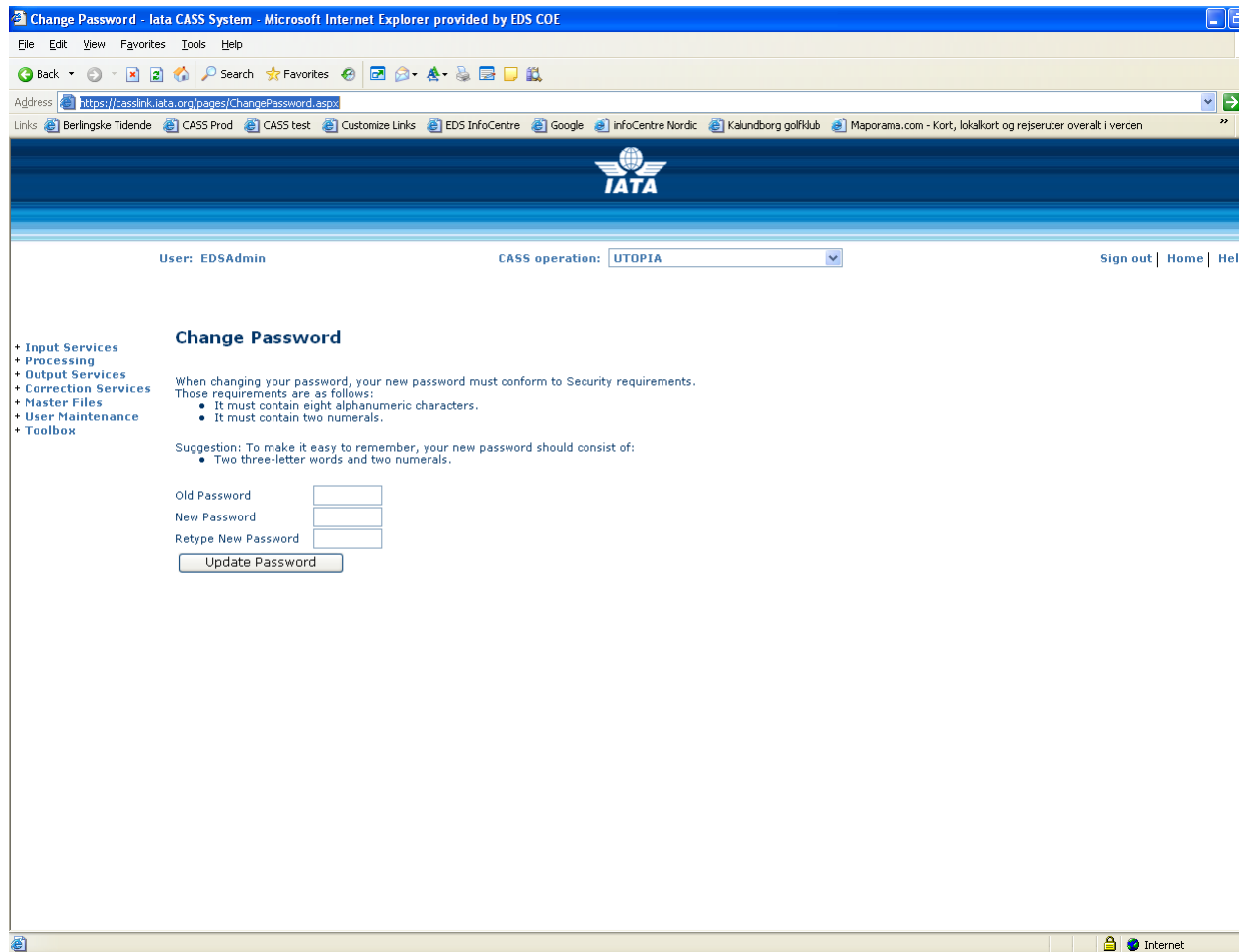

The ACKNOWLEDGE button:
Acknowledged means, the airline has noticed the correction. Airline needs to return later to either select Accept, or Reject, or Airline Handled (see below).

The AIRLINE HANDLED button:
Airline Handled means, the airline has accepted the correction and by hitting "Airline Handled" indicates that the correction will be handled by its in-house system, via CASS billing files.

4.   User Maintenance

4.1 Change password

Change the password of a user

> ➢   Enter the old password
> ➢   Enter the new password
> ➢   Re-enter the new password for confirmation
> ➢   Press the Update Password button