



To: All Cargo Agents / Forwarders

Date: May 14th 2018

Subject: Enabling / Disabling the additional “Other Charges” feature when receiving HOT files

Dear CASS Participants,

As you might recall, a recent system enhancement allowed CASS Participating Airlines to provide additional “Other Charges” (OC) information that are then reflected in Agents HOT files.

Please note that this additional information is supplementary to the information provided through the “Other Charges” fields that already exist in the HOT files and they are not involved in any processing or calculations, but merely serve an informative purpose.

The feature was implemented in November 2017 and although the submission of this additional information by CASS Participating Airlines as well as the adoption by Agents is optional, it required Agents to update their systems to be compatible with the feature, even if they decided not to adopt it. For this reason, as per our communique of November 2017, the new feature was paused for a period of 4 months, in order to give Agents sufficient time to update their systems accordingly.

During this time, IATA has been receiving feedback from some Agents, stating that they do not want to adopt the new feature and therefore they did not find right to invest in updating their systems. Taking all the feedback into consideration, a further system enhancement took place that now allows Agents that do not wish to receive the extra information, to continue receiving the HOT file in the same way they used to (without the extra information), without having to update their systems.

Currently the reporting of OC feature is disabled for both CASS Participating Airlines and Agents. In case an Agent wishes to enable the feature (i.e an Agent after having updated their system(s) wishes to receive this extra information in their HOT file), they need to contact IATA (via the Customer Portal) and request the feature to be enabled. The request shall include the following information:

- The Agent full IATA Code.
- The CASS Operation they wish to have the feature enabled for. In case of participation in more than one CASS Operation, all the specific CASS Operations have to be mentioned.
- The Remittance Period as of which the feature shall be enabled (e.g. 20180501). The Remittance Period is reflected in the Remittance CASS Calendars of each CASS Operation.

The same process shall be followed in case an Agent wishes to disable the feature if it has been enabled.

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May we kindly remind you that, although enabling the feature is free of charge, it is only available to Agents that have already subscribed to the reception of HOT files.

Please do not hesitate to contact us if you have any queries on this matter via Our Customer Service Portal at www.iata.org/cs.

Sincerely yours,

IATA Global Delivery Center

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