

RESOLUTION 853**Appendix 'G'****LOCAL CUSTOMER SERVICES
MANUAL—CASS-IMPORT & TERMINAL
CHARGES CONTENTS**

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

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

RESOLUTION 871**NON-AIRLINE CARGO GENERAL
SALES AND SERVICE AGENTS**

CAC1(42)871 (except USA) Expiry: Indefinite
(amended) Type: B
CAC2(42)871 (amended)
CAC3(42)871 (amended)

RESOLVED that:

1. DEFINITIONS

In this Resolution:

1.1 'NON-AIRLINE CARGO GENERAL SALES AND SERVICE AGENT' ('GSSA') means a person (including any individual, partnership, firm, association, company or corporation) appointed by the Principal to represent the Principal with respect to the promotion and sale of air cargo business for and on behalf of the Principal, either directly or by means of a sub-contract and whose name has been entered in the List of Members' GSSAs, pursuant to the present Resolution.

1.2 'AGENT' means an IATA Cargo Agent whose name is entered on the Cargo Agency List, pursuant to the Cargo Agency Rules.

1.3 '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).

1.4 'CASS' (Cargo Accounts Settlement System-Export) means the method of accounting and settling accounts between CASS-Export Airlines on the one hand, and their Agents on the other hand, described in [Resolution 851](#), as amended from time to time.

1.5 'PARTIES' means the Principal and the General Sales and Service Agent.

1.6 'PRINCIPAL' as used herein means an appointing Member or, in the case of a sub-contract, the original appointing Member.

1.7 'SUBCONTRACT' means the delegation of general authority to provide cargo services and cargo sales functions for the Principal by a GSSA to another party, by virtue of a written agreement which shall be subject to the conditions of this Resolution and shall require the prior written consent of the Principal.

1.8 'TERRITORY' means the geographic area and/or the customer base to which this Agreement applies.

The use of words and expressions in the singular shall, where the context permits, be taken to include their use in the plural and vice versa.

2. SERVICES AND SALES FUNCTIONS

The services to be provided by a GSSA and the function to be performed by it shall be agreed between the Principal and the GSSA and shall be set out in a written contract. A model form of GSSA agreement is found at [Attachment 'D'](#).

3. REMUNERATION

The remuneration to be paid to a GSSA will be negotiated between the Principal and the GSSA.

4. RELATIONSHIP OF GSSA WITH IATA CARGO AGENTS

4.1 the provisions of the applicable Cargo Agency Rules and associated Cargo Agency Conference Resolutions governing reporting and remitting as well as the Principal's rules on payment of commission and beneficial services shall apply to the relationship of a GSSA with Agents.

4.2 where the GSSA is also an Agent or an Associate in a country where a CASS-Export is established, and the Principal is a CASS Airline in that country, such GSSA shall settle all amounts due on all Air Waybills issued by it on behalf of the Principal, in accordance with the provisions of the applicable Cargo Agency Rules, of [Resolution 801r](#) and of [Resolution 851](#) and its Attachments.

5. GENERAL SALES & SERVICE AGENT'S TERRITORY

5.1 when a GSSA is appointed, the territory in which it is authorised to act on behalf of the Principal shall be clearly defined in the agreement between the parties.

6. NOTIFICATION

either the GSSA or the Member shall notify the Agency Administrator, using the form shown at [Attachment 'A'](#), of the appointment; such notification shall indicate the name of the GSSA and the addresses of all offices where it will perform GSSA functions on behalf of the Principal in the territory, the effective date of the appointment and the territory; both parties shall sign the form; the GSSA or the Member shall similarly notify the Agency Administrator of any subsequent changes using the form shown at [Attachment 'B'](#) to the appointment affecting the information supplied in the original notification.

7. GENERAL SALES & SERVICE AGENCY LIST

the Agency Administrator shall maintain a list of all GSSA appointments notified pursuant to [Paragraph 6](#) of this Resolution, and shall furnish all Members annually with a current copy of such list. A GSSA included in the list shall be entitled to purchase a copy.

8. CIRCULATION OF THIS RESOLUTION TO GSSAs

a copy of the present Resolution shall be sent by the Agency Administrator to all GSSAs appearing on the list of Members' GSSAs.

9. GSSA's ACCESS TO DISCRETIONARY IATA PROGRAMMES

the Agency Administrator shall extend to GSSAs entered in the List of Members' GSSAs, access to such services as the IATA ID Card Scheme and relevant vocational training courses of particular interest to GSSAs.

10. INDUSTRY RECOGNITION OF GSSAs

At [Attachment 'C'](#) is a list of criteria which GSSAs may wish to adopt in order to be recognised as an IATA GSSA.



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Attachment 'A'

**NOTIFICATION OF THE APPOINTMENT OF
A CARGO GENERAL SALES AND SERVICE AGENT**

Name of Appointee: _____

Address(es) of office(s) where GSSA functions are to be performed:

1. _____

2. _____

3. _____

Territory: _____

Effective Date: _____

Appointing Airline: _____

Signed: _____ Signed: _____

Name: _____ Name: _____

Position: _____ Position: _____

On behalf of Appointing Airline

On behalf of General Sales and Service Agent



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Attachment 'B'

**NOTIFICATION OF CHANGES TO THE APPOINTMENT OF
A CARGO GENERAL SALES AND SERVICE AGENT**

Name of Agent: _____

Territory: _____

Details of changes: _____

Appointing Airline: _____

Signed: _____ Signed: _____

Name: _____ Name: _____

Position: _____ Position: _____

On behalf of Appointing Airline

On behalf of General Sales and Service Agent

RESOLUTION 871**Attachment ‘C’**

In order to be recognised as an IATA GSSA, applicants should demonstrate strength in the following disciplines:

(i) Financial standing:**The GSSA should have:**

- (a) a minimum paid-up capitalisation [to be determined by the country], whether limited liability companies or unincorporated partnerships or sole traders, provided, that a satisfactory trading record has been established, as evidenced by annual certified accounts for two full years;
- (b) solvency—defined as the excess of total tangible assets over total liabilities (intangible assets, such as goodwill, will be excluded); provided, however, that if a balance sheet reveals a potentially insolvent position, (as defined in local accounting practices), corrective action is taken by increasing capitalisation by cash injection or subordinated loan, or other satisfactory means;
- (c) liquidity—the relationship of current assets to current liabilities (fixed assets will be excluded from the assessment). The prescribed ratio will be at least: 1:1;
- (d) profitability—trading profit derived from ordinary business activities before taxation. However, a loss in a particular year may be treated as an exception where a consistent record of profitability can be demonstrated and the loss is unlikely to recur.

The above accounting criteria will be the principal tests used in any assessment and will be applied to the latest, full-certified financial accounts of the entity. Other sources of information may be used in order to obtain a more complete assessment or to provide additional details regarding the company, to the benefit of all parties, such as:

- (a) Bank position: highest debit and credit; agreed overdraft limit; total facilities available; security held by bank;
- (b) Credit Rating: gearing/debt to equity ratio/ interest payment ability;
- (c) Company search: this provides useful background information to help to establish overall financial strength;
- (d) Trading record & commercial standing: this would apply to the company and where appropriate its owners/shareholders and or directors;

The latest accounts and a current company search will normally enable the trading record and commercial standing to be evaluated. Where this information reveals any matters of significant concern, particularly related to owners, share-holders, and/or directors; a further investigation will be necessary.

(ii) Trained staff:

Staff members should have undergone training in basic cargo knowledge (e.g. IATA/FIATA Basic course) as well as in the handling of Dangerous Goods.

- (iii) Adherence to security control measures
- (iv) Suitable premises
- (v) Awareness of local government requirements
- (vi) Understanding of airline billing and collection processes
- (vii) Areas of particular expertise in sales and/or service
- (viii) Ability to provide information electronically, including reservation procedures, AWB processes and track and trace facilities.



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Attachment 'D'

**MODEL CARGO GENERAL SALES AND
SERVICE AGENCY AGREEMENT**

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CARGO GENERAL SALES AND SERVICE AGENCY AGREEMENT

This Agreement made thisday of20

BETWEEN:

....., a body corporate constituted and established under the laws of having its principal office at of the one part

AND:

....., a having its principal office at..... of the other part,

WHEREAS

- A.carries on the business of carriage of cargo by air and makes such services available to the public and desires to appoint a cargo General Sales and Service Agent in respect of certain territories specified herein;
B.has the staff and means to act as a cargo General Sales and Service Agent in respect of the territory specified herein;

NOW THEREFORE, in consideration of the premises and mutual covenants and agreements herein, the parties agree as follows:

ARTICLE 1

APPOINTMENT AND TERRITORY

.....(hereinafter referred to as "the Principal") appoints(hereinafter referred to as "the General Sales and Service Agent" or "GSSA") as its GSSA within.....(hereinafter referred to as "the territory") which appointment is accepted by the GSSA.

ARTICLE 2

EXCLUSIVITY

Unless otherwise agreed in writing between the parties, the Principal shall not appoint any third party to carry out on its behalf the services described in this Agreement in the territory served by the GSSA. The GSSA shall not accept other appointments to act as GSSA or Cargo GSSA from any other carrier without the prior written consent of the Principal, which consent shall not be unreasonably withheld.

ARTICLE 3

ASSIGNMENT/SUB-CONTRACT

The GSSA shall not assign, transfer or delegate any of its rights or responsibilities under this Agreement without the prior written consent of the Principal.



ARTICLE 4

DESIGNATION OF GSSA AND ADVERTISING

The GSSA shall be entitled to describe itself as Cargo General Sales and Service Agent of the Principal at its places of business and on commercial documents, advertisements, notices, publications, letterheads and similar items.

ARTICLE 5

FUNCTIONS OF THE GSSA

The GSSA shall perform the following functions on behalf of the Principal: *[Each carrier to insert a list of functions—some of which may include the following:]*

- (i) Sale of air cargo business on the services of the Principal, in accordance with the tariffs, rules, regulations and documentation provided by the Principal.
- (ii) Promotion of air cargo business on the services of the Principal.
- (iii) Administration of reservations for air cargo business on the services of the Principal and all clerical work in connection therewith.
- (iv) Oversee of Cargo Agents and other customers in the territory and settlement of accounts with these Agents and other customers, if required, in respect of sales of transportation over the lines of the Principal under issuance of the traffic documents (such as air waybills) of the Principal.
- (v) Providing the Principal with information concerning local laws, regulations, taxes and other similar information.
- (vi) The GSSA shall provide monthly reports of present and future market developments, including the activities of the Principal's competitors as well as any other sales or commercial information that might reasonably be required by the Principal.
- (vii) Representation of the Principal, in negotiations with Governmental and other authorities, officials, offices and agencies.
- (viii) Preparation of all documents required by local or international regulations or as may reasonably be required by the Principal, such as a declaration for fiscal purposes.
- (ix) On request by the Principal, special publicity or advertising. Publicity material provided by the Principal shall remain the property of the Principal.
- (x) Ensuring consignments are delivered to the receiving points designated by the Principal.
- (xi) Arranging for appropriate identification for the Principal at all the GSSA's offices in the territory and the distribution of the Principal's timetables, tariffs and promotional material to Agents and to the general public.
- (xii) Provision of, and separately compensated for, other services, which may reasonably be required by the Principal.

ARTICLE 6

OBLIGATIONS OF THE GSSA

1. The GSSA shall ensure that it has sufficient competent personnel to fulfil its obligations under this Agreement.
2. The GSSA agrees to comply with all reasonable directions and instructions of the Principal or its authorized representatives concerning all matters affecting or arising out of this Agreement.
3. The GSSA agrees to take all possible steps to ensure that the quality of the services furnished to the Principal by the Sales Agents, as well as those provided by respective Government Authorities, is not less favourable than that given to any others, including the GSSA itself, at the same location.
4. The GSSA shall comply with all provisions of the IATA Traffic Resolutions in the sale of air cargo business.
5. The GSSA shall account to the Principal for all amounts received by the GSSA for the sale of transportation on the Principal's services.

ARTICLE 7

OWN REPRESENTATION BY THE PRINCIPAL

The Principal reserves the right to establish its own office and to station its own management and staff in the Territory and the GSSA undertakes to maintain all necessary liaison with such staff in carrying out their duties and responsibilities; provided that the duties of such management and staff do not prevent, restrict or inhibit the GSSA in the performance of its duties described in this Agreement.

ARTICLE 8**OBSERVANCE OF INSTRUCTIONS AND TARIFFS**

1. The GSSA shall observe the Principal's timetables, tariffs and other similar documentation provided to it by the Principal. The GSSA shall monitor whether Agents in the territory are observing the timetables and tariffs. All rates offered by the GSSA must have prior written approval from the Principal.
2. The GSSA shall not vary or modify nor shall it authorise Agents to vary or modify, the terms and conditions of carriage or the contents appearing in the publications of the Principal without the prior written consent of the Principal. Any variation or modification by the GSSA, without the prior written consent of the Principal, shall be null and void and the GSSA shall be liable for any damage caused.

ARTICLE 9**TRANSPORTATION DOCUMENTS**

1. The Principal shall supply the GSSA with air waybills (AWBs) and other necessary documents (hereinafter referred to collectively as the “Documents”), at no charge, to be utilised solely for the purposes of this Agreement.
2. Such Documents are and remain the property of the Principal and will be issued by the GSSA only in compliance with the instructions of the Principal and in accordance with the provisions of this Agreement.
3. All such Documents delivered to the GSSA shall remain under its custody and care and the GSSA shall be responsible for recovering the Documents from agents, when warranted. The Principal reserves the right to withdraw, at any time, any unused Documents.
4. When authorised by the Principal, the GSSA or its agents may issue AWBs for air transportation offered by another carrier, in connection with the routes of the Principal.
5. Upon the termination of this Agreement, the GSSA shall immediately return to the Principal all unused AWB stock, which remains unused by itself or by its agents, as well as any other documents or other assets of the Principal in its possession, and shall render a complete accounting of all AWB stock.

ARTICLE 10**RIGHT OF INSPECTION**

1. The GSSA shall, upon reasonable notice, permit authorised representatives of the Principal to inspect and check all property, records, documents and records of transactions relating to the Principal's business and held by the GSSA. The Principal may make copies of all such records or documents.
2. All records, accounts and documents held by the GSSA on behalf of the Principal must be preserved by the GSSA for the periods agreed with the Principal or as required by local law, whichever is greater.
3. All records of the GSSA in respect of the financial arrangements between the Principal and the GSSA shall be maintained in accordance with generally accepted accounting principles.

ARTICLE 11**COMMUNICATION EXPENSES**

1. Communication costs relating to all services referred to in this Agreement shall be borne by_____.
2. The Principal may connect the GSSA to its existing telex or other communications network for exclusive use between the GSSA and the Principal and/or its Sub-Agencies/Subsidiaries at an agreed upon fee.

ARTICLE 12**REMUNERATION**

Remuneration is to be agreed between the parties and set out in [Attachment ‘A’](#).

ARTICLE 13**OTHER EXPENSES**

The Principal shall reimburse the GSSA for those expenditures listed in [Attachment A](#). Any other expenses will only be reimbursed if authorized in writing by the Principal.

ARTICLE 14

SETTLEMENT OF ACCOUNTS

- △ 1. The GSSA shall be encouraged to remit freight charges to the Principal, using the CASS mechanism wherever available, in accordance with the procedures as shown in [Attachment A](#).
2. The GSSA shall be responsible for monies in respect of sales of air cargo transportation, whether sold by the GSSA or sales agents in the territory.
3. All monies collected by the GSSA for transportation sold on behalf on the Principal, including any commission withheld by the GSSA, are the property of the Principal and shall be retained by the GSSA as the property of the Principal until satisfactorily accounted for to the Principal.
4. Without prejudice to Section 3, of the Article 14, in the event that settlement to the Principal from a CASS operation has been suspended, resulting in GSSA's inability to collect from the CASS any monies due to the Principal, and in fact the GSSA is not holding funds which belong to the Principal, the Principal shall not seek recourse against any fidelity bond (i.e. bank guarantee, insurance bond or other financial security) that may be maintained by the GSSA to ensure the faithful performance of the GSSA's duties under this Agreement.

ARTICLE 15

CREDIT

The GSSA shall respect the credit policy of the Principal and shall follow any other instructions issued by the Principal with respect to credit.

ARTICLE 16

LIABILITY AND INDEMNITY

The Principal and the GSSA agree to indemnify and hold harmless each other and their directors, officers, employees and agents from and against any and all actions, claims, losses, proceedings, costs, damages and expenses which either party may sustain as a result of the actions or failure to act of the other party, its directors, officers, employees or agents.

ARTICLE 17

LEGAL PROCEEDINGS

The GSSA shall not without the consent in writing of the Principal, institute legal proceedings in the name of the Principal, settle, release or discontinue any action or other legal proceedings or otherwise prejudicially affect the interests of the Principal, but will do all things necessary to defend Principal's interests pending receipt of instructions. The GSSA shall inform the Principal without delay of the institution of any legal proceedings against the GSSA, and/or against the Principal.

ARTICLE 18

CONFIDENTIALITY

Recognising the commercial sensitivity of information provided pursuant to this Agreement, absent any statutory obligation to the contrary, the parties hereto shall take all practical measures to ensure that information concerning each other's business results and activities are not revealed to any third party without written consent of the party concerned.

ARTICLE 19

MODIFICATIONS OR ADDITIONS

Modifications of/or additions to this Agreement must be approved in writing by the Head Offices of both parties provided, however, that any modifications or additions shall be deemed to have been incorporated herein as from the agreed effective date.



ARTICLE 20

TITLES AND EXTENDED MEANINGS

The division of this Agreement into articles, sections, paragraphs, subsections and clauses and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.

ARTICLE 21

SEVERABILITY

The invalidity of any particular provision of this Agreement shall not affect any other provision of it, but the Agreement shall be construed as if the invalid portion had been omitted.

ARTICLE 22

GOVERNING LAW

This Agreement shall be governed by and interpreted in all respects in accordance with the laws of, without regard to principles of conflicts of laws.

ARTICLE 23

ARBITRATION

Any difference or dispute concerning the scope, meaning, construction or effect of this Agreement, or any matter or thing contained herein or related hereto, shall be referred to Arbitration in accordance with Arbitration Rules of the International Air Transport Association. The arbitration award shall be final and conclusively binding upon the parties.

ARTICLE 24

NOTICE

Unless otherwise specified, notice to a party required under this Agreement must be provided in writing and delivered personally or by courier, sent by prepaid registered mail or transmitted by fax to the parties as follows:

If to GSSA:

Address:

Attention:

Fax:

If to Principal:

Address:

Attention:

Fax No.

Or to any other address, fax number or person that the party designates. Any notice, if delivered personally or by courier, will be deemed to have been given when actually received, if transmitted by facsimile, it shall be deemed to have been received on the next business day (in the jurisdiction of the recipient) following its transmission by facsimile.

ARTICLE 25

WAIVER

Failure by either party to exercise any of its rights, powers or remedies under this Agreement or its delay to do so, shall not constitute a waiver of those rights, powers or remedies. Such failure to exercise or partial exercise by a party of a right, power or remedy shall not prevent its subsequent exercise or exercise of any other right, power or remedy.



ARTICLE 26

EXECUTION AND TERMINATION

1. This Agreement shall become effective on and shall continue in force for a period of years.
2. Either party may at any time terminate this Agreement forthwith in the following circumstances:
 - (i) The other party commits an act of bankruptcy, becomes insolvent, makes an assignment for the benefit of its creditors, or enters into any arrangement [or composition] with its creditors, or in the event that any proceedings shall be commenced by or against the other party under any bankruptcy or insolvency laws, or proceedings for the appointment of a receiver or any other official with similar powers are commenced;
 - (ii) In case of the other party's winding-up.
3. In the event that the other party commits a breach of any of the material terms and conditions of this Agreement, which breach is not cured within _____ days of receipt by the party in breach of a notice setting out the breach and calling upon the party in breach to remedy it.
4. Either party may terminate this Agreement, without cause, upon provision of one hundred and eighty (180) days written notice to the Head Office of the other party.
5. If this Agreement is terminated pursuant to paragraphs 1, 2, 3 or 4 above, such termination will not affect any previous rights, claims or liabilities of either party created or incurred prior to termination.
6. Within FOURTEEN (14) days of the termination of the Agreement or within such further time as may be prescribed by the Principal, the GSSA shall deliver to the Principal or his nominee all documents and other property of the Principal.

Note: *Within the countries of the European Union specific regulatory provisions require that a Principal compensate or indemnify an agent when an agency agreement is terminated. Carriers acting as Principals are advised to obtain legal advice as to the extent of their obligations.*

ARTICLE 27

ENTIRE AGREEMENT

This Agreement (including any schedules and attachments referred to herein, which are hereby incorporated by reference) constitutes the entire agreement between the parties with respect to the subject matter hereof and super cedes all prior agreements, understandings and negotiations, both written and oral, between the parties with respect to the subject matter of this Agreement. Neither this Agreement nor any provision hereof is intended to confer any rights or remedies upon any person other than the parties hereto.

SIGNED ON BEHALF OF:

PRINCIPAL:

GENERAL SALES AND SERVICE AGENT:

.....

NAME:

NAME:

DATE:

DATE: