

CASS-USA
Adjustment Reason Codes

Code	Description	Comments	Airline Exceptions*
01	Billed to Wrong Office	Use this code if the awb has been billed to the wrong office	
02	Billed to Wrong Agent	Use this code if the awb has been billed to the wrong agent	
03	Paid Previously	Use this code if the awb has been paid directly to the carrier, or on a previous billing period via CASS	British Airways, United Airlines
04	Calculation Error	Use this code if there is a error in the weight x rate calculation	Air France, KLM
06	VOID; Shipment Never Moved	Use this code if the shipment never moved	Saudi Arabian Airlines
07	Domestic Shipment; Billed as International	Use this code if the awb is a US Domestic shipment	Air France, Austrian Airlines, British Airways, KLM, Lufthansa, South African Airways, Swiss
10	Incorrect Gross Weight	Use this code if the gross weight of the shipment needs to be changed	KLM
11	Incorrect Chargeable Weight	Use this code if the chargeable weight of the shipment needs to be changed	
20	Incorrect Contract Rate	Use this code if an incorrect contract rate has been applied	Saudi Arabian Airlines
21	Incorrect Spot/Ad-hoc Rate	Use this code if an incorrect spot/ad-hoc rate has been applied	Saudi Arabian Airlines
22	Incorrect Service Level Rate	Use this code if an incorrect service level rate has been applied	South African Airways
23	Incorrect Published Rate	Use this code if an incorrect published (TACT) rate has been applied	
27	Incorrect Pallet/Container Rate	Use this code if an incorrect pallet/container rate has been applied	
30	Incorrect Insurance Fee	Use this code if the Due Carrier Insurance Fee only is incorrect	British Airways, KLM
31	Incorrect Security Fee	Use this code if the Due Carrier Security surcharge only is incorrect	
32	Incorrect Fuel Surcharge	Use this code if the Due Carrier Fuel surcharge only is incorrect	
33	Incorrect DG/RA Fee	Use this code if the Due Carrier Dangerous Goods Fee only is incorrect	
34	Incorrect Other Due Carrier Fee	Use this code for any other or multiple incorrect Due Carrier Fees	
40	Incorrect Due Agent Disbursement	Use this code if the Due Agent Disbursement only is incorrect (CC awbs ONLY)	Delta Air Lines, KLM, United Airlines
50	Incorrect Valuation Charge	Use this code if the Valuation Charge only is incorrect	Air France, British Airways, Santa Barbara Airlines Cargo
60	Incorrect Commission	Use this code if the Commission amount only is incorrect	Air France, American Airlines, Austrian Airlines, British Airways, Delta Air Lines, KLM, Santa Barbara Airlines Cargo, South African Airways, Swiss, United Airlines
70	Incorrect Incentive	Use this code if the Incentive amount only is incorrect	Air Canada, Air France, American Airlines, Austrian Airlines, British Airways, Delta Air Lines, KLM, Lufthansa, Santa Barbara Airlines Cargo, South African Airways, Swiss, United Airlines
80	Charges Changed to Prepaid; Billed as Collect	Use this code if the awb should be prepaid, not collect	
81	Charges Changed to Collect; Billed as Prepaid	Use this code if the awb should be collect, not prepaid	

* Airlines shown do not permit use of this code