

Cargo Membership Handbook

8th Edition – Feb 2026

APPLICABLE IN THE USA



Disclaimer

The information contained in this publication is subject to change due to evolving industry practices and government regulations. No subscriber or other reader should act on the basis of any such information without referring to applicable laws and regulations and/or without seeking appropriate professional advice.

Although every effort has been made to ensure accuracy, CNS does not guarantee the accuracy of this publication nor is it responsible for loss or damage caused by errors, omissions, or misprints of the contents hereof. Furthermore, CNS expressly disclaims all and any liability to any person, whether a user of this publication or not, in respect to anything done or omitted, and the consequences of anything done or omitted, by any such person in reliance on the contents of this publication.

No part of this CNS Handbook may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without prior written permission by:

CARGO NETWORK SERVICES CORPORATION
703 Waterford Way
Suite 680
Miami, Florida 33126
U S A
786-413-1000
www.cnsc.net

Contents

1. Introduction	6
2. Before you Apply: Key Concepts and Process Overview.....	7
2.1. What is CNS Endorsement	7
2.2. What is a Commercial Account?.....	7
2.3. Key Differences	8
2.4. Overview of the Process	8
2.5. Considerations Prior to Applying	9
3. Eligibility Criteria for CNS Endorsement.....	10
3.1. Legal and Regulatory Compliance	10
3.2. Operational Requirements.....	10
3.3. Training Requirements	11
3.4. Staffing Requirements	12
3.5. Financial Requirements.....	12
3.6. Creditworthiness.....	12
3.7. Financial Regulation and Legal Compliance	13
3.8. Additional Considerations.....	13
4. Application Process.	17
4.1. Legal and Regulatory Compliance	17
4.2. Application Submission – Required Documentation Checklist	17
4.2.1 <input checked="" type="checkbox"/> General Application	17
4.2.2 <input checked="" type="checkbox"/> Legal Entity Documentation.....	17
4.2.3 <input checked="" type="checkbox"/> Financial Documentation.....	18
4.2.4 <input checked="" type="checkbox"/> Office and Facility Documentation.....	18
4.2.5 <input checked="" type="checkbox"/> Ownership and Identification	18
4.2.6 <input checked="" type="checkbox"/> Operational Proof	19
4.2.7 <input checked="" type="checkbox"/> Dangerous Goods (DG) Training	19
4.2.8 <input checked="" type="checkbox"/> TSA Certification	19
4.2.9 <input checked="" type="checkbox"/> I. Fee Payment	19
4.3. Application Processing	19
4.3.1 Evaluation Process:	19
4.3.2 Denial and Reconsideration:	20
4.3.3 Special Conditions for Reapplication:.....	20
4.3.4 Approval:	20
4.4. Commercial Account Option	20
5. Appointment, Agreement, Termination and Reinstatement.....	20
5.1. Summary of Appointment and Agreement	21
5.2. Annual Renewal of Membership	21

5.3. Termination of Endorsement	21
5.3.1 Withdrawal by Carrier:	21
5.3.2 Withdrawal by the Agent/Intermediary:	22
5.3.3 Withdrawal by CNS:	22
5.4. Termination Effective date	23
5.5. Reinstatement	23
6. Changes Requiring CNS Endorsement Review.	23
6.1. Change of Ownership	23
6.2. Change of Ownership Procedure	24
6.3. Change of Name	25
6.4. Change of Location	27
6.5. Close of a listed location	27
7. Financial Assessment.	27
7.1. Accepted Financial Report Type	28
7.2. Minimum Financial Metrics	28
7.3. Accounts not Considered in Metrics Calculations	28
7.4. Guidelines for preparation of financials	29
7.4.1 Compiled, Reviewed, or Audited Financial Statements.	29
7.4.2 In-House Report – Publicly Traded Companies.	29
7.4.3 In-House Report – Single Member LLC (Disregarded Entity)....	30
7.4.4 Corporate Tax Return	30
7.4.5 Sole Proprietors.....	30
7.4.6 Reporting Requirements in Case of Merger	30
7.5. Failure to Meet Financial Criteria	31
7.6. Confidential Statement	31
8. Financial Metrics and Irrevocable Standby Letter of Credit.	31
8.1. Minimum Financial Metrics.	31
8.2. Irrevocable Standby Letter of Credit	31
8.3. Release of LOC for Disregarded LLCs.....	32
9. Listing of Additional Locations.	32
9.1. Type of Branch Offices.	32
9.1.1 Branch Office.....	32
9.1.2 Independent Branch Office.	32
9.1.3 Responsibility.	32
9.2. Branch Office Application Procedure.	33
9.3. Independent Branch Office Application Procedure.	33
10. Listing of Additional Locations.	34
10.1. Type of Fees.....	34
11. CNS CASS USA.	34

11.1. What is CNS CASS USA?	34
11.2. CNS CASS USA and CNS Customer Portal Administrator	35
11.3. Training	35
11.4. Air Waybill Stock Management	35
11.5. CNS CASS USA Billing & Remittance Schedule	36
11.6. Uploading of Billing Data	36
11.7. Invoice Availability and Options	36
11.8. Adjustments	37
11.9. Payments	37
11.9.1 Acceptable Forms of Payment.	37
11.10. Banking Information	38
11.11. Net Due Agent/Intermediary Payments	38
11.12. Agent/Intermediary Rating and Implications	39
11.13. Financial Review	39
11.14. CNS CASS USA General Contact Information	40
12. CNS Numeric Code	40
12.1. Code Assignment	40
12.2. Use of the Code	41
12.3. Administration and Publication	41
13. Use of the CNS Logo	41
13.1. Eligibility and Authorization	41
13.2. Restrictions and Conditions	42
13.3. Logo Usage Guidelines	42
13.4. Revocation of Permission	42
13.5. Support and Questions	42

1. Introduction

Welcome to the CNS Cargo Membership Handbook

This guide has been developed to help you understand the process and requirements to become a **CNS Endorsed Cargo Agent**. Whether you are new to the air cargo industry or expanding your operations, this handbook provides a clear, step-by-step explanation of the endorsement process, its benefits, and what is expected of you.

Who we are

In order to meet the needs of international airlines and shippers and provide a competent and cost effective cargo distribution system, Cargo Network Services Corporation, a wholly owned-subsidiary of IATA, was incorporated in the State of Delaware on November 8, 1984. Its Advisory Board is comprised of individuals with expertise in the cargo business drawn from the international air transportation and air cargo forwarding industries.

Each airline customer of CNS is free to appoint as its agent or authorized intermediary any person who has met either CNS's standards or the carrier's own standards, either directly or through CNS. A list of the corporation's subscribing carriers is available on the CNS website www.cnsc.net.

This Handbook details procedures relating to the appointment and retention of CNS Endorsed Cargo Agents and Authorized Intermediaries (collectively or individually referred to as "applicant" or "Agent/Intermediary" throughout this handbook).

Our Mission and Vision Statement

Our Mission

To represent, lead and serve the US air cargo industry.

Our Vision

To deliver a safe, secure, and sustainable US air cargo industry that drives economic growth, connects and enriches the world.

2. Before you Apply: Key Concepts and Process Overview.

2.1. What is CNS Endorsement

Cargo Network Services (CNS), offers an endorsement program that recognizes U.S.-based freight forwarders and intermediaries who meet strict industry standards.

Being endorsed by CNS gives your company:

- Visibility with CNS Participant Airlines
- Access to the CNS CASS USA billing and settlement platform
- Authorization to use the CNS Endorsed Agent logo
- Opportunity to receive reduced fare travel vouchers
- Listing in the official CNS Endorsed Agents directory
- Discount as Member to participate in the CNS Partnership Conference

2.2. What is a Commercial Account?

A CNS Commercial Account is an entity that wishes to settle through the CASS but is not a CNS Endorsed Cargo Agent and Authorized Intermediary. An entity can become a CNS Commercial Account by:

- sponsorship of a CNS participating carrier.
- payment of the corresponding Commercial Account registration fee; and
- providing any documentation required by CNS to comply with applicable anti-money-laundering, countering the financing of terrorism, sanctions, or other regulatory requirements.

Commercial Accounts may be denied the privilege of settling through CASS if CNS considers that it is prohibited from doing business with the Commercial Account or that doing so would pose undue risk to CNS under applicable regulatory or legal requirements.

2.3. Key Differences

Feature	CNS Endorsed Agent	Commercial Account
Listed as endorsed by CNS	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Access to CNS CASS USA	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Requires meeting full criteria	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Requires airline sponsorship	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
Use of CNS logo allowed	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Receives endorsement certificate	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Discount CNS Partnership Conference	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

2.4. Overview of the Process

The process to obtain CNS endorsement is structured to ensure that only qualified organizations with the appropriate operational, financial, and regulatory standards are included in the list of CNS Endorsed Cargo Agents and Authorized Intermediaries.

The key stages of the endorsement process are as follows:

1. Review of Eligibility Requirements

The applicant should evaluate its compliance with all operational, financial, training, and regulatory standards as outlined in Section 3 of this Handbook.

2. Compilation of Required Documentation

The applicant must collect and prepare all mandatory documents, including financial statements, TSA certification, Dangerous Goods training certificates, and proof of business operations.

3. Submission of the Application

A completed application package, including the application form and applicable fee, must be submitted to CNS in accordance with the instructions provided in Section 3.

4. Evaluation by CNS

CNS will review the application and supporting documentation. The standard evaluation timeframe is approximately 60 to 90 calendar days, subject to the completeness and accuracy of the submission.

5. Notification of Decision

Upon successful evaluation, the applicant will be formally notified of its acceptance. A CNS numeric code will be assigned, and the organization will be added to the official list of CNS Endorsed Cargo Agents and Authorized Intermediaries.

6. Activation of Benefits

Endorsed organizations will gain access to CNS CASS USA, receive their endorsement certificate and decal, and may initiate commercial relationships with participating carriers.

2.5. Considerations Prior to Applying

Prospective applicants are encouraged to carefully review the full set of endorsement criteria detailed in Section 3 of this Handbook. It is the responsibility of each applicant to ensure ongoing compliance with all applicable standards, both during the application process and throughout the period of endorsement.

Before initiating the application, organizations should:

- Ensure all Dangerous Goods training certifications are current and compliant with IATA DGR standards.
- Verify that all financial documentation meets the minimum metrics and formatting requirements outlined in Section 8.
- Confirm that the organization possesses a valid Indirect Air Carrier (IAC) certificate, where applicable.
- Suitable working premises and cargo facilities.
- Active promotion of sales of international air cargo transportation.

3. Eligibility Criteria for CNS Endorsement

To be considered for endorsement by Cargo Network Services (CNS), an applicant must meet specific operational, legal, training, and financial requirements. These criteria are designed to ensure that only qualified and compliant entities are authorized to conduct business as CNS Endorsed Cargo Agents or Authorized Intermediaries.

The applicant is responsible for maintaining compliance with all applicable requirements throughout the duration of their endorsement.

⚠ Note: It is the responsibility of the Applicant to ensure that the endorsement criteria requirements and qualifications continue to be met to ensure retention as a CNS Endorsed Cargo Agent and Authorized Intermediary. The Applicant must immediately notify CNS if at any time it fails to maintain the endorsement criteria and cease and desist from holding itself out to the industry and to the CNS participating carriers as a CNS Endorsed Cargo Agent and Authorized Intermediary.

3.1. Legal and Regulatory Compliance

Requirement	Description
Business License	Applicant must hold all licenses and authorizations required to operate in the jurisdiction(s) where services are provided.
TSA Certification	Applicant must be certified as an Indirect Air Carrier (IAC) and comply with all TSA regulations. A copy of the IAC certificate must be submitted. <i>Note: Entities handling only live animals, classified under Transportation & Warehousing or Courier & Messenger codes, are exempt from IAC certification.</i>

Business License	Applicant must hold all licenses and authorizations required to operate in the jurisdiction(s) where services are provided.
TSA Certification	Applicant must be certified as an Indirect Air Carrier (IAC) and comply with all TSA regulations. A copy of the IAC certificate must be submitted. <i>Note: Entities handling only live animals, classified under Transportation & Warehousing or Courier & Messenger codes, are exempt from IAC certification.</i>

3.2. Operational Requirements

Requirement	Description
Business Activity	Applicant must have been actively engaged in the sale and promotion of international air cargo transportation for a minimum of six consecutive months after obtaining IAC certification.
Physical Premises	Applicant must maintain administrative and/or sales offices and have access to cargo handling facilities that comply with national security standards. If warehouse operations

Business Activity	Applicant must have been actively engaged in the sale and promotion of international air cargo transportation for a minimum of six consecutive months after obtaining IAC certification.
Physical Premises	Applicant must maintain administrative and/or sales offices and have access to cargo handling facilities that comply with national security standards. If warehouse operations

Requirement Description

are outsourced, the facility must be within 60 miles and under a written agreement meeting CNS criteria.

Note: Live Animals and Human Remains handlers are exempt from the warehouse requirement.

3.3. Training Requirements

Requirement	Description
Minimum Staff Certification	Head office must have at least two employees with current DG training (CBTA Function 7.3 Accepting Dangerous Goods Consignment. Branch offices must have at least one certified employee.
Training Validity	<p>"Current training" refers to a DG certificate issued within the last 24 months.</p> <ul style="list-style-type: none"> - IATA CBTA Centers, CBTA Corporate, CBTA Provider, CBTA Excellence. - IATA ATS Centers - IATA Training
Accepted Training Providers	<ul style="list-style-type: none"> - ICAO-FIATA Dangerous Goods by Air Training Course - IATA Member Airline Training. <p>In cases where training is completed through an alternative provider, a passing score on the IATA DG Compass must be submitted.</p>

CNS may conduct random audits of DG training compliance. Failure to meet training obligations will result in the termination of endorsement and notification to all CNS participating airlines.

3.4. Staffing Requirements

Requirement	Description
Qualified Personnel	Applicant must have at least one staff member with six months of experience in air cargo operations.
Staff Trained in DG Handling	See the section above on DG Training. CNS may request proof during audits or evaluations.
Staffing Level	The number of trained personnel should be aligned with the volume of cargo activity. The requirements listed above reflect minimum standards.

3.5. Financial Requirements

Requirement	Minimum Thresholds
Working Capital	USD 30,000
Tangible Net Worth	USD 50,000
Cash Balance (Bank Statements)	Minimum average ending balance of USD 15,000 over the last 3 months

3.6. Creditworthiness

Requirement	Description
Credit Report	A business credit report must be provided. CNS accepts a D&B Paydex Score of 60 or higher.
Vendor References	References from commercial vendors may also be required to support financial stability.
	A cash deposit or a Letter of Credit may be requested.

3.7. Financial Regulation and Legal Compliance

Applicants must provide any documentation required by CNS to comply with applicable anti-money laundering, countering the financing of terrorism, sanctions, or other relevant regulatory requirements.

The application may not be approved if CNS considers that it is prohibited from engaging with the Applicant or that doing so would pose an undue risk to CNS under applicable regulatory or legal requirements.

3.8. Additional Considerations

No Applicant shall be endorsed or retained as a CNS Endorsed Cargo Agent and Authorized Intermediary if:

- A) A substantial portion of the air transportation which the Applicant sells and/or handles is in relation to goods owned by such Applicant.
- B) An Applicant uses a name that is:
 - 1) The same or misleadingly similar to the name of a CNS subscribing carrier.
 - 2) The same or misleadingly similar to Cargo Network Services Corporation.
 - 3) The same or misleadingly similar to that of another CNS Endorsed Agent.
- C) Any material statement made in the application is inaccurate, misleading, or incomplete.
- D) If the Applicant or any person holding a financial or ownership interest in the Applicant, was involved with an Agent/Intermediary removed from the CNS List of Endorsed Cargo Agents and Authorized Intermediaries due to non-payments to CASS and payment to the airline was never made (other than any such debts legally extinguished through formal bankruptcy proceedings).

Application will be denied unless proof of payment for all outstanding CASS balances at the time of cancellation is received (from the Applicant or from all affected carriers) or unless, based on investigation and all information available, it is determined that such Applicant, person or owner did not participate in the acts or omissions that caused the termination of endorsement.

- E) If the Applicant holds an agreement with any carrier that includes the following functions of a General Sales Agent:
 - 1) Soliciting and promoting traffic for the services of the principal and, if necessary, employing staff competent and sufficient to do so.
 - 2) Providing and maintaining a suitable area in its place of business to be used exclusively for the transaction of the business of the principal(s).
 - 3) Arranging for distribution of timetables, tariffs, and promotional materials of the principal(s) to Agents/Intermediaries and the general public in the assigned territory.
 - 4) Servicing and supervising Agents/Intermediaries in the assigned territory and/or the control of such Agent/Intermediaries' remittances and commissions retained.

CNS endorsement criteria include:

A) License to Trade

The Applicant shall possess all applicable licenses to operate as an Agent/Intermediary in any jurisdiction where it conducts its business.

B) TSA Regulations

All Applicants are considered Indirect Air Carriers (IACs) under U.S. government regulations and therefore must comply with any and all Transportation Security Administration security regulations imposed on IACs.

Indirect Air Carrier Certificates must be provided with your application.

📌 ***Live Animals' handlers are exempt from IAC certification, as long as the business activity code number is classified under Transportation & Warehousing or Courier & Messengers.**

C) Promotion and Sale

The Applicant must be engaged in the promotion and sale of international air cargo transportation and in the provision of services related thereto and must have been so engaged for a period of at least six consecutive months after obtaining IAC certification.

D) Premises

- 1) Applicants should operate facilities which comply with national security standards, and which are equipped to prepare air freight for carriage, or have access to such facilities by means of a written agreement with a third party provider.
- 2) Applicants must maintain an administrative and/or sales office, or a department of an office, that is engaged principally in the promotion and sale of international air cargo transportation.
- 3) Applicants must maintain suitable cargo handling premises, such as warehouse, and equipment necessary to perform the following functions at a minimum:
 - a) Offering any services to the public, including quoting rates and reservations services offered by the carrier.
 - b) If acting as an agent, quoting carrier's rates and charges and conditions pertaining to such rates and charges.
 - c) Accepting for carriage and delivering (or arranging for acceptance and or delivery) of consignments of general cargo to a carrier.
 - d) Accepting for carriage and delivering (or arranging for delivery) to carrier dangerous goods in accordance with the applicable Dangerous Goods Regulations.

- e) Adhering to security control measures as prescribed by the responsible authority(ies), and supplemented from time to time by the member airlines.

 * **Live Animals and Human Remains are exempt from the warehouse requirement.**

Accordingly, CNS endorsement will be restricted to this particular commodity. In the event Applicant wishes to transport any other type of cargo, the requirements of Section C will apply.

E) Minimum Staff Requirements

The Applicant shall have:

- 1) One qualified staff member with at least six months of experience in air cargo operations.
- 2) Head office(s) with a minimum of two employees who have completed current training in Dangerous Goods Awareness and Handling ("DG") according to IATA DGR Regulations as set forth below.
- 3) Branch office(s) where cargo is made available for tender to carriers with a minimum of one employee who has completed current training in DG according to IATA DGR Regulations as set forth below.

Ultimately, the number of necessary trained staff at a head office and/or branch office is determined by the company's owners/management team. CNS guidelines are minimum requirements for maintaining CNS endorsement.

For purposes of this section, "current training" means having earned a certificate recognizing the successful completion of DG training within the past 2 years.

F) Training Requirements

DG TRAINING - For new applicants and recurrent training obligations.

- 1) Applicant shall have at least two employees at the head office who have completed current training for Dangerous Goods Acceptance and processing (Functions 7.3 Accepting Dangerous Goods Consignment).
- 2) Applicant shall have at least one employee at the branch office who has completed current training for Dangerous Goods Acceptance and processing (Functions 7.3 Accepting Dangerous Goods Consignment).
- 3) Training for Dangerous Goods should be in accordance with the IATA DG Regulations.

- 4) Training should be administered by a CBTA center, IATA training Functions 7.3 Accepting Dangerous Goods Consignment provided by an IATA training school. The ICAO-FIATA Dangerous Goods by Air Training Course is also recognized and accepted as meeting this requirement.

Recognized Training Schools can be found [here](#)

- 5) In the event Applicant is unable to obtain training from an IATA CBTA provider, CBTA Corporate or CBTA Excellence, applicant may submit a current training certificate from an alternative training facility which offers Dangerous Goods training in accordance with IATA DG Regulations **and** a proof of a passing score on the IATA DG Compass.

The IATA Dangerous Goods (DG) Compass Assessment is an online assessment tool designed to validate an individual's understanding of the IATA Dangerous Goods Regulations (DGR) after completing training from a non-IATA accredited provider. It consists of a standardized multiple-choice test, aligned with the latest edition of the DGR. A passing score on the DG Compass serves as proof that the applicant's knowledge meets IATA standards, and is required when submitting DG certificates from non-IATA-approved centers. Results are issued immediately upon completion, and a copy of the passing score must be submitted to CNS as part of the endorsement process. More information and access to the DG Compass exam can be found [here](#).

For a current list of IATA DG Accredited Training Schools CBTA Centers please visit the training pages in the [IATA website](#).

CNS will audits of CNS Agent compliance with the DG Training requirement on a random and periodic basis. In the event such audit reveals that the CNS Cargo Agent is not in compliance with the DG Training obligation for its head and branch offices, the CNS Cargo Agents endorsement will be terminated, and all CNS Airlines will be notified that the agent's endorsement has been terminated for failure to meet the DG Training requirements. Such CNS Cargo Agent will need to apply for reinstatement and provide proof of compliance prior to re-endorsement.

G) Training Requirements

Applicants must provide any documentation required by CNS in order to comply with applicable anti-money laundering, countering the financing of terrorism, sanctions, or other relevant regulatory requirements.

The application may not be approved if CNS considers that it is prohibited from engaging with the Applicant or that doing so would pose an undue risk to CNS under applicable regulatory or legal requirements.

As mentioned above, It is the responsibility of the Applicant to ensure that the endorsement criteria requirements and qualifications, including DG Training, continue to be met in order to ensure retention as a CNS Endorsed Cargo Agent and Authorized Intermediary.

4. Application Process.

Any company (as defined in Section 3 of this Handbook) who meets the qualification criteria is eligible to apply for CNS endorsement. The application must be submitted with complete documentation, in accordance with the procedures outlined below.

4.1. Legal and Regulatory Compliance

Applicants must complete the official CNS Application Form, which is available at [CNS Customer Portal](#). All information provided must correspond to the specific location for which endorsement is being requested.

4.2. Application Submission – Required Documentation Checklist

To initiate the endorsement process, the applicant must submit the following documents and evidence to CNS through the [CNS Customer Portal](#). Please ensure all items are complete and updated at the time of submission. Missing or incomplete documents may result in delays or rejection.

4.2.1 General Application

- Fully completed CNS Application Form
→ Available at [CNS Customer Portal](#)

4.2.2 Legal Entity Documentation

- Articles of Incorporation/Organization, certified by the appropriate State authority
- (If applicable) Certificate of Authorization to Conduct Business in states outside of incorporation
- (If LLC) Operating Agreement
- (If operating under a trade name) Fictitious Name Filing, certified by the appropriate State authority

⚠ Note: CNS endorsement supports only one trade name.

4.2.3 Financial Documentation

- Financial Statements, prepared in accordance with Section 8 requirements
- Three months of bank statements, showing average monthly ending balance of at least \$15,000

4.2.4 Office and Facility Documentation

- Lease Agreement (or equivalent written agreement) for office and warehouse
- (If warehouse is outsourced and located within 60 miles):
 - Written agreement outlining:
 - Type of service provided
 - Duration of agreement
 - Facility address
 - Confirmation of applicant's access to facility
 - Confirmation of TSA compliance for warehouse personnel
 - DG by Air training certificate (current) for at least one full-time warehouse employee

4.2.5 Ownership and Identification

- Passport/ID of Owner(s) or Director(s), if owner is not a US citizen, their passport or alien registration card. CNS reserves the right to request additional information to verify the identity of any beneficial owner.
- Ownership Structure / Share Registry, identifying 100% of the owners of the company.

⚠ Note: Where legal entities with 50% or more ownership by another legal entity, must also provide its ownership structure until no legal entity owns 50% or more in the group structure and/or the ultimate beneficial owner(s) are identified.

CNS reserves the right to request additional information to verify the identity of any beneficial owner.

4.2.6 Operational Proof

12 to 15 international air waybills, issued by the applicant, demonstrating six months of operational activity
→ Must comply with IATA Resolution 600a

4.2.7 Dangerous Goods (DG) Training

Current DG Training Certificates for at least two employees (head office), in compliance with IATA DG Regulations, according with section 3.7 F

4.2.8 TSA Certification

IAC Certificate issued by the TSA
 (If applicant address differs from IAC certificate):
 Proof of listing in TSA IAC Management System

4.2.9 I. Fee Payment

Non-refundable application fee submitted at time of application \$1,675.

❖ **Important:** Branch office(s) may only be registered after the applicant's headquarters has been officially endorsed. For further guidance, see Section 10.

⚠ **Note:** All documents must be accurate, complete, and up to date. Incomplete submissions may result in application denial.

4.3. Application Processing

The standard processing period for endorsement applications is 60 to 90 calendar days, depending on volume and completeness of submission.

4.3.1 Evaluation Process:

- If the application is incomplete, the applicant will be notified and granted 15 calendar days to submit the missing items.

4.3.2 Denial and Reconsideration:

- If the applicant does not meet the endorsement requirements, CNS will issue a written explanation of the denial.
- The applicant has the right to submit a request for reconsideration within 30 calendar days, at no additional cost.

Rejection of an application does not preclude the applicant from reapplying in the future or from seeking bilateral agreements with carriers directly.

4.3.3 Special Conditions for Reapplication:

- Applications denied due to unsatisfactory credit standing are subject to a minimum waiting period of six months before reapplication.

4.3.4 Approval:

- If CNS determines the applicant has met all endorsement criteria, the applicant and all subscribing carriers will be formally notified.
- Upon receipt of the completed application, a listing of applications together with non-confidential information provided by the Applicant will be available to all CNS subscribing carriers.
- The applicant will be added to the list of CNS Endorsed Cargo Agents and Authorized Intermediaries, and a CNS numeric code will be assigned.
- From that point forward, the terms and obligations outlined in Section 5 (Appointment and Agreement) shall apply.

4.4. Commercial Account Option

If the application is denied or endorsement status is later revoked, the applicant may continue conducting transactions through CNS CASS USA under the Commercial Account category, as described in Section 2 of this Handbook.

CNS will notify all subscribing carriers of the change in status, and the CNS Endorsed Cargo Agent and Authorized Intermediary Agreement will be terminated.

Carriers may still choose to engage with the applicant on a bilateral commercial basis.

5. Appointment, Agreement, Termination and Reinstatement.

Once an applicant is approved and listed as a CNS Endorsed Cargo Agent or Authorized Intermediary, a formal agreement is executed, and a set of terms governs the continuation, renewal, and potential termination or reinstatement of endorsement status.

5.1. Summary of Appointment and Agreement

CNS Participating Carriers may appoint any individual or entity listed as a CNS Endorsed Cargo Agent or Authorized Intermediary, either directly or through CNS.

The appointment is formalized through the execution of a Cargo Agency and Authorized Intermediary Agreement (the "Agreement"), signed by the President of CNS or an authorized designee, acting on behalf of the carriers that have delegated such authority to CNS.

- The agreement becomes effective upon signature by both the Agent/Intermediary and CNS.
- A Certificate of CNS Endorsement will be issued for the head office on the effective date.
- Endorsement by CNS does not guarantee credit with participating carriers. Each endorsed entity must negotiate credit terms individually with the carriers.
- The Agreement may contain additional terms and conditions which may be required by individual subscribing carriers.

5.2. Annual Renewal of Membership

- CNS membership is renewed annually on a calendar-year basis.
- Renewal becomes effective upon receipt of payment of the Annual Membership Fee.
- Invoices are issued electronically by October 31 of the preceding year.
- Payment must be received by January 31 of the renewal year.
- A late payment fee will apply to payments received after January 31.

Upon renewal, the following are provided to the CNS member's head office:

- Updated Certificate of Endorsement (one per company)
- Complimentary IATA DGR Manual (latest edition)

5.3. Termination of Endorsement

Endorsement may be terminated under any of the following circumstances:

5.3.1 Withdrawal by Carrier:

- A carrier may withdraw its appointment of an endorsed entity.
- The carrier must provide CNS with a copy of the termination notice sent to the agent/intermediary.
- CNS will remove the carrier from the agent's list of represented carriers under the Agreement and issue a revised Schedule 1.

5.3.2 Withdrawal by the Agent/Intermediary:

- A written notice must be submitted to CNS if the agent wishes to terminate endorsement, including any of the following reasons:
 - Non-renewal of membership
 - Business Closure
 - Loss of IAC status
 - Discontinuation of air export operations
 - Merger with another entity
- The agent has 30 days to reconsider the decision to withdraw.

5.3.3 Withdrawal by CNS:

CNS may unilaterally terminate endorsement if the entity no longer meets the required standards. This includes, but is not limited to:

- Non-compliance with the Financial Review process (see Section 7)
- Failure to provide any documentation required by CNS to comply with applicable anti-money laundering, countering the financing of terrorism, sanctions, or other regulatory or legal requirements.
- Failure to follow the Change of Ownership process (see Section 6)
- Failure to follow the Name Change process (see Section 6)
- Non-payment of the Annual Membership Fee
- Failure to notify CNS of changes in location (head or branch)
- Acting as a General Sales Agent (GSA) or General Sales and Services Agent (GSSA) for any airline
- Failure to renew or maintain an Irrevocable Standby Letter of Credit or Cash Deposit, when required
- Failure to maintain endorsement criteria
- Failure to provide any documentation required by CNS to comply with applicable anti-money laundering, countering the financing of terrorism, sanctions, or other regulatory or legal requirements.
- Continuing to maintain the endorsement or engage in transactions under the endorsement would expose CNS to a risk of breaching or would result in a breach of any applicable economic sanctions laws or regulations imposed by any competent government authority.

A 6-month waiting period applies before reapplication.

5.4. Termination Effective date

If the agent/intermediary submits a request for termination prior to the effective date:

- The CNS numeric code will be deactivated for future billings in CNS CASS USA.
- The account remains active for 60 days to allow settlement of any outstanding transactions.

⚠ Note: Termination does not release either party from obligations incurred prior to the effective date.

If the agent wishes to continue using CNS CASS USA after termination, they may apply to become a Commercial Account (see Section 2).

The termination is considered without prejudice, meaning the agent may still enter into bilateral agreements with carriers.

5.5. Reinstatement

At its sole discretion, CNS may consider reinstatement of endorsement under the following circumstances:

- Termination due to non-payment of annual membership fee
- Termination due to non-compliance with Financial Review process
- Termination due to failure to comply with:
 - Change of Ownership process
 - Change of Name process
 - Change of Location process
- Termination for failure to renew a Standby Letter of Credit, provided all current CASS obligations are fulfilled.
- Reinstatement fee applies of \$200.

6. Changes Requiring CNS Endorsement Review.

Any change in legal ownership, name, or location of a CNS Endorsed Cargo Agent or Authorized Intermediary must be reviewed and approved by CNS to ensure continued compliance with the endorsement criteria.

Proper and timely notification is essential to avoid interruption or termination of endorsement.

6.1. Change of Ownership

A Change of Ownership must be reported to CNS at least 30 days prior to its effective date. This includes, but is not limited to:

Types of ownership changes that require review:

- Conversion from a sole proprietorship, partnership, or unincorporated firm into a corporation or LLC, or vice versa, where control changes.
- Transfer of an ownership interest that results in a change of control, either in a single transaction or cumulatively within a 36-month period.
- Transfer or issuance of more than 50% of the company's total voting stock.
- Merger of a CNS-endorsed agent into another company.
- Transfer or issuance of up to 50% of voting stock is considered a minor change, provided it does not alter control.
- Changes due to death of an owner, where no new owners are admitted, are treated as minor. A death certificate is required.

📌 Minor changes only require [Schedule A](#), signed by a company officer and a witness.

6.2. Change of Ownership Procedure

The following steps must be followed:

a) Notification:

- Submit a Notice of Change to CNS at least 30 days in advance, signed by both the current and new owners, stating the effective date of the transaction.
- In case of a death-related transfer, submit a death certificate.

b) Application from transferee:

- If a completed application is not received by the date of transfer:
 - CNS will notify the applicant and carriers of removal from the CNS Endorsed list.
 - This may be avoided if both parties notify CNS of a postponement or cancellation of the transaction.

c) Required documentation (for major changes or mergers):

- Notice of Change (available at this [link](#))
- Certificate of Merger, if applicable
- Articles of Incorporation of the surviving entity
- Schedule A, signed and witnessed (available in this [link](#))
- Financial statements (see Section 7 for details)
- Three months of bank statements showing average balance of at least USD 15,000

Change of Ownership Fee \$800

! Failure to follow this procedure will result in the termination of endorsement. If CNS receives the Notice of Change and a completed application is not submitted by the transferee by the date shown on the Notice of Change, CNS shall notify the Applicant and the subscribing carriers that the Applicant shall be removed from the CNS List of Endorsed Cargo Agents and Authorized Intermediaries, unless the Applicant and the transferee jointly notify CNS that (a) the date of the change has been postponed or (b) that the change of ownership will not take place.

⚠ Note: An application for appointment under a change of ownership which also includes a change of name shall not be treated as a separate application but shall be handled as one application.

📌 CNS shall execute an Agency Agreement for approved changes of ownership on behalf of those subscribing carriers which have empowered it to do so.

6.3. Change of Name

Any change to the legal name or trade name of a CNS Endorsed Cargo Agent or Authorized Intermediary must be formally submitted to CNS immediately upon change.

CNS will evaluate the proposed name to ensure it is not:

- The same as, or misleadingly similar to, the name of a CNS subscribing carrier
- The same as, or misleadingly similar to, Cargo Network Services Corporation
- The same as, or misleadingly similar to, the name of another CNS Endorsed Agent or Intermediary

⚠ If the proposed name conflicts with any of the above, CNS will:

1. Reject the new name
2. CNS's request for amended articles of incorporation changing the name to the one reflected in the CNS certificate of endorsement or in its defect amended articles of incorporation with a legal name that does not represent a name conflict.
3. Request for a registration for fictitious name (if applicable) that does not represent a name conflict.

a) Name changes due to legal conversion:

A name change resulting from a change in corporate structure (e.g., from a corporation to an LLC, or vice versa) is treated as a name change — provided ownership remains unchanged.

Required Documentation for a Name Change

To process the name change, the following documents must be submitted to CNS:

Document	Description
Amended Articles of Incorporation	Certified by the appropriate State authority, reflecting the new legal name.
Certificate of Authorization to Conduct Business	Required if CNS registration is in a different state from the one of incorporation.
Fictitious Name or Assumed Name Filing	If applicable, certified by the appropriate State authority.
Certificate of Conversion	If the name change results from a change in corporate form.
Updated Bank Statement or Bank Letter	Must show the new company name or confirmation that the bank has been informed of the change.
Amended Standby Letter of Credit (LOC)	Required if a LOC is currently on file with CNS. The LOC must reflect the new company name. If a Cash Deposit exists, the corresponding agreement must also be amended.
Name Change Fee	\$250.

Removal of Trade Name (Optional)

If an endorsed agent or intermediary wishes to discontinue the use of a previously registered trade name, the following applies:

- A written notification must be submitted to CNS confirming the removal.
- A Trade Name Removal Fee will apply \$150.
- CNS will issue an updated Agreement and Certificate of Endorsement, and notify all subscribing carriers.

! Important: Failure to notify CNS or to submit the required documentation for a name change will result in termination of endorsement.

6.4. Change of Location

a) Branch Office – Address change within the same state:

- Must be reported to CNS.
- No additional documentation is required.
- Authorization as an endorsed agent continues at the new address.

b) Branch Office – Address change to a different state:

- Treated as a new branch office.
- See Section 9 regarding procedures and fees.

c) Head Office / Cargo Handling Facility relocation:

- CNS must be notified immediately.
- CNS reserves the right to inspect the new premises.
- If moving to another state, a Certificate of Authorization from the new state is required.

d) Branch Office converted to Head Office:

- Notify CNS and **provide a Certificate of Authorization from** the state, if applicable.

6.5. Close of a listed location

- Notify CNS in writing.
- CNS will update the list and inform subscribing carriers.
- The agent has 30 days to reconsider the removal of the location.
- Upon finalization, a new endorsement decal may be issued upon request.

7. Financial Assessment.

All CNS Endorsed Cargo Agents and Authorized Intermediaries are required to submit financial statements that demonstrate compliance with CNS's minimum financial standards. The financial assessment ensures each entity maintains the operational and financial capacity to fulfil its obligations within the air cargo industry.

7.1. Accepted Financial Report Type

The table below outlines the types of financial reports accepted based on applicant status:

Type of Financial Report	New Applicants	CNS Endorsed Cargo Agents
Compiled, Reviewed, or Audited	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
In-house (disregarded LLC)	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
In-house (publicly owned)	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Corporate Tax Return	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
Sole Proprietors	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No

📌 **Note:** Any other type of in-house reports is not acceptable.

7.2. Minimum Financial Metrics

To qualify for CNS Endorsement, applicants must meet all of the following financial thresholds:

Metric	Minimum Requirement
Working Capital	USD 30,000
Tangible Net Worth	USD 50,000
Cash Balance (Bank)	USD 15,000 (monthly cash ending balance over the last 3 months)

📌 Definitions and calculation methods are provided in Section 9 of this Handbook.

7.3. Accounts not Considered in Metrics Calculations

When calculating Tangible Net Worth and Working Capital, the following account categories will not be considered:

- Stock Subscription Receivable and Stock Subscribed are not considered as Current Assets nor as Capitalization.
- Receivables or notes due from officers or shareholders are not considered Assets.
- Goodwill, organizational expenses, covenant not to compete, and leasehold improvements are not considered Tangible Assets and if amounts are reflected as such, they will be automatically deducted from Equity or Net Worth computations.
- Real Estate (owners and partners homestead) are not considered Assets.
- Land or automobiles not used exclusively for business purposes cannot be considered Assets or included in Net Worth computations.

7.4. Guidelines for preparation of financials

7.4.1 Compiled, Reviewed, or Audited Financial Statements.

- Prepared and signed by a CPA.
- Includes:
 - Accountant's letter
 - Balance Sheet
 - Income Statement
 - Retained Earnings
 - Cash Flow Statement
 - Note to the financials
 - CPA License (only for compiled reports)
- Must show at least 6 months of trading activity.
- Closing date of report must be within 6 months of submission.
- If a consolidated report: must include breakdown by legal entity.
- For post-merger applicants: submit post-merger financials.

7.4.2 In-House Report – Publicly Traded Companies.

- Signed letter from CFO or CEO certifying:

"The financials presented have been prepared in accordance with GAAP and are a true representation of the company's financial condition taken as a whole. Financials are rolled into the consolidated financial of the ultimate parent company "insert name" listed in the i.e. NY"

- Includes:
 - Balance Sheet
 - Income Statement
 - At least 6 months of trading
 - Closing date within 6 months
 - 10-Q or 10-K of parent company
- Assessment is never performed for the parent but for the company seeking or holding CNS endorsement.

7.4.3 In-House Report – Single Member LLC (Disregarded Entity)

- Signed letter from CFO/CEO outlining:
 - Ownership details
 - Accounting practices
 - Statement confirming entity is disregarded and no tax return/balance sheet is filled.
For example: single member LLC, who the sole member is, that the company is treated as a disregarded entity, that files no tax return, that no balance sheet is prepared, and how financials are prepared by the organization.
- Includes:
 - Income Statement
 - At least 6 months of trading
 - Parent's consolidated financials or tax return
- Will be subject to an Irrevocable Standby Letter of Credit (LOC) or Cash Deposit, see Section 8.

7.4.4 Corporate Tax Return

- Must include:
 - Full return with all schedules
 - Name/ title/signature of officer and preparer (On page 1 of the return or IRS e-file signature authorization form)
 - Schedule L (Balance Sheet) must not be blank
 - Tax period must end within 6 months of submission
 - At least 6 months of trading activity

7.4.5 Sole Proprietors

- No financial statements required
- Irrevocable Standby Letter of Credit or Cash Deposit of \$30,000 is mandatory

7.4.6 Reporting Requirements in Case of Merger

All financial reports submitted for endorsement purposes must cover a minimum of six months of trading activity.

If the report is being presented for an existing CNS-endorsed company that has undergone a merger, the following conditions apply:

- Post-merger financial statements must be submitted
- Depending on when the merger took place, the six-month trading period may not be required

These requirements apply across all financial reporting types, including in-house reports, and are essential to ensure the financial data reflects the current operational structure of the applying entity.

7.5. Failure to Meet Financial Criteria

Applicants who do not meet the required financial thresholds:

- Will receive formal notice of denial
- May reapply no sooner than six months from the date of the decision
- Must submit updated financial statements and bank documents

Submitting incomplete or non-compliant financials may result in delayed processing or rejection.

7.6. Confidential Statement

All financial records submitted are treated with strict confidentiality. CNS uses this information exclusively to:

- Evaluate applicant eligibility
- Conduct periodic reviews of currently endorsed agents

CNS does not share financial information with any CNS Participating Carrier or third party.

8. Financial Metrics and Irrevocable Standby Letter of Credit.

8.1. Minimum Financial Metrics.

Financial statements submitted by the entity seeking CNS Endorsement, or by an existing CNS-endorsed member, must demonstrate the following minimum financial thresholds:

- Working Capital: USD 30,000
- Tangible Net Worth: USD 50,000

These thresholds are required to validate the applicant's or member's financial soundness and capacity to participate in the CNS Endorsement Program.

8.2. Irrevocable Standby Letter of Credit/ Cash Deposit

In cases where the above minimum metrics cannot be demonstrated, companies may submit an **Irrevocable Standby Letter of Credit (LOC)** or **Cash Deposit** as an alternative.

The required amounts are as follows:

- New Applicants: USD 30,000
- Existing Members: An amount equivalent to the average of the Agent's or Intermediary's monthly sales over the past 12 months, multiplied by two (x2)

📌 **Instructions for the issuance and submission of the LOC or cash deposit will be provided by CNS in due time.**

The LOC or cash deposit will remain in place until the applicant or member provides financial documentation that meets the required metrics. The required amount will be re-evaluated prior to renewal based on CNS CASS USA billings.

Endorsed Agents or Intermediaries must submit updated financial accounts at least 30 days before the expiry date of the LOC or its renewal. Failure to do so may result in the termination of the CNS Endorsement.

CNS will review the average sales every 6 months and can request an increase of the LOC or cash deposit if the average sales have increased in more than 10,000USD

8.3. Release of LOC or Cash Deposit

LOC may be released based on CASS payment history, provided the payment rating is B or better.

9. Listing of Additional Locations.

CNS Endorsed Cargo Agents and Authorized Intermediaries may request the inclusion of additional offices (branches) under their CNS endorsement. The listing of such offices is contingent upon the submission of a fully completed and acceptable branch office application.

9.1. Type of Branch Offices.

9.1.1 Branch Office.

An office owned and operated directly by the Applicant, functioning under the same trade name.

9.1.2 Independent Branch Office.

An office that operates under the same trade name as the Applicant but is not under the same ownership and control. Authorization from the Applicant is required.

9.1.3 Responsibility.

The CNS Endorsed Applicant retains full responsibility for ensuring that all branch offices, including independent ones, comply with the CNS Endorsement Criteria.

9.2. Branch Office Application Procedure.

To request a locator code for a branch office, the following documentation must be submitted to CNS:

- A completed [application form](#), signed by a corporate officer, with the appropriate box selected to indicate the type of branch ownership.
- A valid certificate of DG CBTA training Function 7.3 Accepting Dangerous Goods Consignment, based on IATA DG Regulations, for at least one employee at the branch location.
- Applicable fee. New Branch \$120 fee per location.

Once approved and a locator code is assigned, CNS will notify:

- The headquarters of the CNS Endorsed Applicant
- The branch office
- All CNS subscribing carriers

[Application forms](#) and detailed procedures are available on the CNS website.

9.3. Independent Branch Office Application Procedure.

To request a locator code for an independent branch office, the following documentation must be submitted to CNS:

- A signed Cargo Agency and Authorized Intermediary Agreement (Independent Branch)
- A completed [application form](#), signed by a corporate officer
- A valid certificate of Dangerous Goods (DG) CBTA training 7.3 Accepting Dangerous Goods Consignment, based on IATA DG Regulations based on IATA DG Regulations, for at least one employee at the branch location
- A valid Indirect Air Carrier (IAC) Certificate
- Applicable fee, \$200 per location.

Once the locator code is assigned, CNS will notify:

- The headquarters of the CNS Endorsed Applicant
- The independent branch office
- All CNS subscribing carriers

Application forms and procedures can be accessed via the CNS website.

10. Listing of Additional Locations.

10.1. Type of Fees

The following agency fees, as determined by the CNS Board of Directors, are applicable and payable as part of the CNS Endorsement process and maintenance:

- **10.1.1** Fee for new application for CNS Endorsement \$1,675
- **10.1.2** Fee for processing changes of ownership \$800
- **10.1.3** Fee for processing changes of name \$250
- **10.1.4** Fee for processing changes of name involving only the removal of a trade name \$150
- **10.1.5** Fee for CNS membership renewal \$575, including first 5 branches, after that \$120 per branch.
- **10.1.6** Fee to assign a branch office code \$120
- **10.1.7** Fee to assign an independent branch office code \$200
- **10.1.8** Fee for Agency Reinstatement \$200

❖ The full Fee Schedule is available on the CNS website at www.cnsc.net.

11. CNS CASS USA.

11.1. What is CNS CASS USA?

In the United States, international export shipments are generally processed either through:

- (a) the Cargo Accounts Settlement System (CNS CASS USA), or
- (b) directly with the carriers.

All CNS Endorsed Cargo Agents, Authorized Intermediaries, and Commercial Accounts are eligible to participate in CNS CASS USA.

CNS CASS USA is an Electronic Invoicing Presentment and Payment platform, offering online invoicing and payment services for CNS member agencies. Each year, CNS CASS USA processes and clears over 3 million transactions, totaling more than \$4 billion in value.

The system allows for seamless financial transactions by providing online access to all cargo invoices. It enables participants to establish electronic payments directly through the platform, thereby reducing internal processing costs and strengthening both business relationships and cash flow forecasting for carriers and Agents/Intermediaries.

Access to CNS CASS USA is available via the CNS Customer Portal: <https://portal.cnsc.net/cns>

11.2. CNS CASS USA and CNS Customer Portal Administrator

Upon official CNS Endorsement, each Agent/Intermediary is required to appoint a designated CNS CASS USA Administrator, who will be responsible for managing user access and system functions. Duties include, but are not limited to:

- Assigning new users
- Resetting passwords
- Managing bank account details
- Initiating and authorizing payments
- Serving as the point of contact for all carrier billing issues

It is the responsibility of the Agent/Intermediary to maintain updated contact information in the CNS Customer Portal, including:

- Full name
- Title
- Physical address
- Email address
- Office and mobile phone numbers

11.3. Training

For training requests, please contact CNS staff.

To schedule individual training sessions, refer to Section 11.14 – CNS CASS USA General Contact Information of this Handbook.

11.4. Air Waybill Stock Management

Each participating carrier electronically assigns a range of air waybill (AWB) numbers to a designated Agent or Intermediary. Once configured in the system, users may request blocks of AWBs within their assigned allocation.

Carriers retain full authority over the distribution of AWB numbers and should be contacted directly for any requests to add, delete, or modify a specific allocation.

⚠ Assignment of AWBs to Commercial Accounts is strictly at the discretion of the carrier(s), and must be bilaterally agreed upon.

11.5. CNS CASS USA Billing & Remittance Schedule

The CNS CASS USA Billing & Remittance Schedule is designed to promote timely reporting and consolidated billing of cargo transactions. The year is divided into 24 billing periods, with two cycles per month:

- 1st–15th of the month
- 16th–end of month
-

Key schedule headings include:

- Submission Date: Date by which carriers upload billing data
- Invoice Date: Date when invoices become available to view/download
- Remittance Date: The official due date for payment
- Rebill Period Ending Date: Deadline for carriers to submit a rebill for adjusted invoices

Important Notice:

The CASS-USA billing and remittance schedule has been established to ensure efficient reporting and consolidated billing of cargo transactions cleared through CNS CASS USA. The actual remittance date applicable to any individual carrier-billing may be varied by agreement between that carrier and agent/intermediary. In the event that your true remittance date differs from our scheduled remittance date, we kindly request that you notify CNS to avoid termination of endorsement or taking other adverse action against an agent/intermediary, otherwise, CASS-USA will expect payment on the remittance date as indicated on the schedule. Other credit arrangements or accommodations between carrier and agent/intermediary may also be negotiated between carrier and agent/intermediary.

The full billing and remittance schedule is accessible via the CNS Customer Portal:

<https://portal.cnsc.net/cns>

11.6. Uploading of Billing Data

All participating carriers must upload their billing data twice per month, according to the defined billing periods.

Once submitted, CNS CASS USA consolidates the information, making it available to Agents and Intermediaries for invoice management and processing.

11.7. Invoice Availability and Options

Agents and Intermediaries receive an automated email notification when invoices become available in the CNS CASS USA system. This notification includes a direct link to access the CNS Customer Portal.

Once logged in, the following options are available:

- View invoices directly within CNS CASS USA
- Print invoices
- Export invoices in the following formats: PDF, Excel, or HOT File

11.8. Adjustments

Agents and Intermediaries may submit adjustments to their invoices as part of the dispute resolution process. Adjustments can be made in two ways:

1. Individually, by modifying each air waybill directly in the CASSLink system
2. By batch, through the upload of an adjustment file generated from the Agent's or Intermediary's internal accounting system

To process an adjustment, the Agent/Intermediary must:

- Select the appropriate Reason Code
- Provide detailed comments explaining the adjustment
- Pay the correct amount according to your records

 Providing thorough and clear information helps expedite the resolution process.

Once submitted, the adjusted air waybill is added to the carrier's Open Adjustments Queue. The carrier has up to 90 days from the original Due Date to rebill the air waybill. If no action is taken within this period, the adjustment is automatically accepted as submitted.

If the air waybill is rebilled, it is reissued as part of the next billing cycle.

11.9. Payments

Payments for each billing cycle must be received by the Due Date listed in the CNS CASS USA Billing & Remittance Schedule.

CNS CASS USA consolidates all payments and disburses a single electronic payment to each participating carrier. Along with the disbursement, the carrier receives a Paid Data File that provides a detailed reconciliation of all included air waybills.

11.9.1 Acceptable Forms of Payment.

11.9.1.1 ACH Debit

- Initiated directly via the CNS CASS USA platform

- Administrators manage bank accounts via the Bank Profile Manager
- Funds are withdrawn on the selected date if submitted before 1:00 p.m. EST
- Agents must notify their bank to remove debit filters and authorize:
 - Company Name: IATA HINGE ACCOUNT
 - Company ID: 0013194403
- This service is free of charge and provides full payment control

11.9.1.2 ACH Credit

- Initiated through the Agent's/Intermediary's online banking system
- Generally no service fee (treated as standard online banking)

11.9.1.3 Fed Wire Transfer

- Recommended for large payment amounts
- Banks typically apply a transaction fee

⚠ When paying via ACH Credit or Fed Wire, always include the payment reference number in the transfer notes or banking details field.

11.10. Banking Information

Each Agent/Intermediary is required to register their bank account information within the CNS CASS USA system. This must be completed by the designated Administrator.

Once the banking details have been successfully entered, the Agent/Intermediary will be able to initiate ACH Debit payments to carriers directly through the CNS CASS USA platform.

11.11. Net Due Agent/Intermediary Payments

If an Agent or Intermediary is owed a refund by a carrier for a specific billing cycle, they must first ensure that no outstanding invoices remain from previous billing periods. Refunds will not be processed if there are unpaid balances.

When all accounts are current, CNS will initiate the refund payment via ACH transfer.

To facilitate this, the Agent/Intermediary must submit a CNS CASS USA Beneficiary Letter containing:

- Full banking information (BI)
- Signature from an authorized representative of the company

Once submitted and verified, CNS will input the BI into the CNS CASS USA system to process the refund.

11.12. Agent/Intermediary Rating and Implications

Payment performance ratings are assigned to Agents/Intermediaries based on the timeliness of their payments to CNS CASS USA, using the following rating scale:

Rating Payment Timing	
A	On or before the Due Date
B	Between 1 and 7 days late
C	Between 8 and 15 days late
D	More than 15 days late

The rating system is designed to encourage timely payments and assist CNS carriers with managing receivables. Both CNS and participating carriers closely monitor these ratings.

Agents/Intermediaries that consistently receive a "D" rating may be placed under Financial Review, and risk termination of their CNS Endorsement.

⚠️ Notice:

Since CNS remittance dates may differ from actual credit terms negotiated between a carrier and an Agent/Intermediary, carriers are required to notify CNS of any billing items where the payment is not due on the published remittance date.

CNS will use this information when calculating payment ratings.

11.13. Financial Review

At the end of each month, CNS performs a review to identify all Agents/Intermediaries with a Payment History Rating of "D".

The following steps are then initiated:

1. Confirmation of Outstanding Balances

CNS Customer Service will contact the Agent/Intermediary to confirm whether the outstanding amounts are past due according to the credit terms agreed with individual carriers.

2. Payment Deadline

If the balances are confirmed as overdue, the Agent/Intermediary is given 7 calendar days to pay all outstanding invoices.

3. Jeopardy Notice

Failure to remit payment within the 7-day window results in the Agent/Intermediary being placed

under Financial Review. A jeopardy notice is issued, outlining the following mandatory requirements to avoid termination of endorsement:

- Full payment of all past-due balances within 7 calendar days of the notice
- Submission of financials within 30 calendar days of the notice
(Refer to Section 8 of this Handbook for full details)
- Bank statements for the last three months correspond to the financials, demonstrating an average monthly ending balance of at least \$15,000
- Submission of an Irrevocable Standby Letter of Credit (LOC) or Cash Deposit within 30 calendar days if financials do not meet CNS standards
 - The LOC or Cash Deposit amount is calculated as the average monthly sales of the Agent/Intermediary over the past 12 months, multiplied by 2
- Improvement of payment rating to "C" or better within the first 3 months following Financial Review

4. Automatic Financial Review for Repeated Rejections

If an Agent/Intermediary incurs ACH Debit rejections in 2 billing periods within a 3-month span, they will automatically be placed under Financial Review.

 **Note:**

The Payment History Rating is calculated based on the average of the last six months, measuring actual payment dates relative to the scheduled Due Date.

Being placed on Financial Review may negatively impact on the credit terms an Agent/Intermediary has with individual carriers.

11.14. CNS CASS USA General Contact Information

For assistance regarding any aspect of CNS CASS USA, or if you have general inquiries or concerns, please submit your request through the CNS Customer Portal:

👉 <https://portal.cnsc.net/cns>

12. CNS Numeric Code

12.1. Code Assignment

Each CNS Endorsed Applicant is assigned a numeric code by CNS. The numeric code is part of the worldwide system of coding owned by IATA and may not be used by anyone in the US other than an Endorsed Cargo Agent and Authorized Intermediary or Commercial Account holder.

Such assignment shall continue only as long as the assignee remains a CNS Endorsed Cargo Agent and Authorized Intermediary or Commercial Account and shall be withdrawn at termination of the CNS endorsement or status as a Commercial Account.

12.2. Use of the Code

The CNS Endorsed Applicant shall always insert the code and the four-digit locator code (branch code) in the air waybill.

The Code shall not be shared, lent, leased, sold or otherwise transferred by the assignee to any other company. Failure on the part of the assignee to respect this exclusivity of usage requirement shall constitute valid grounds for CNS to withdraw the assignee code and cause CNS to review the endorsement.

12.3. Administration and Publication

The code shall be administered and published by CNS.

The numeric code is, and shall remain, the property of IATA. Moreover, its use is restricted to Applicants appearing on the active list of CNS Endorsed Cargo Agent and Authorized Intermediaries or the active list of Commercial Accounts.

13. Use of the CNS Logo

13.1. Eligibility and Authorization

Only companies currently listed as CNS Endorsed Cargo Agents or Authorized Intermediaries are permitted to use the CNS Endorsed Agent Logo.

- The logo may be used on business cards, websites, letterheads, email signatures, and marketing materials.
- Use is strictly limited to the promotion of services directly related to air cargo operations under CNS endorsement.



13.2. Restrictions and Conditions

- The logo must not be modified, altered, or distorted in any way.
- It may not be used in association with non-endorsed branches, suspended entities, or non-air cargo activities.
- The logo may not be transferred, sublicensed, or used by third parties.
- Commercial Accounts and non-endorsed applicants are not authorized to use the CNS logo under any circumstances.
- CNS endorsement does not entitle the use of the IATA logo.

13.3. Logo Usage Guidelines

For correct reproduction, the logo must:

- Appear exactly as provided by CNS (digital files available via the CNS Customer Portal).
- Be displayed in clear resolution with proportional scaling.
- Include a safe margin area to prevent crowding with other elements.

13.4. Revocation of Permission

CNS reserves the right to revoke logo usage permission at any time in the event of:

- Misuse or misrepresentation.
- Termination or suspension of endorsement.
- Any breach of CNS terms or branding policy.

13.5. Support and Questions

For graphic files, brand guidelines, or printer instructions, contact:

👉 <https://portal.cnsc.net/cns>