



4 February 2021

More Flexibility to Your Payments in Cargo Accounts Settlement Systems (CASS)

Dear Cargo Agent,

We are pleased to inform you that effective 1 February 2021, any excess payment received from your agency will be adjusted by IATA against your agency's future CASS payments.

Excess Payment Solution (EPS) in CASS

- Starting from 1 February, any excess payments received will automatically be deducted from your future CASS payments to IATA unless a refund is specifically requested.
- **You can easily monitor your payables balance through *ICE- IATA Customer E-Statement* service in the [IATA Customer Portal](#).**

How does EPS work?

- As always with your CASS remittance payments, please **make sure to add your Agency's name and/or IATA code while making the payment** for us to allocate your payment on time and correctly.
- In case you do not see the payment in *ICE- IATA Customer E-Statement* service on the Customer Portal after 2 working days, kindly [contact us](#) with the relevant proof of payment.
- If your agency wishes to request a refund of an excess payment either through a credit included in your future billing or by bank transfer, you may submit your request through the [IATA Customer Portal](#).
- IATA will process the transfer to your agency's bank account provided that we have your bank account details. Please note that we cannot use direct debit information for making bank transfers.
 - We created a short [guide](#) with step-by-step instructions on how you can send us your bank account details.
 - Please be advised that from time to time there may be delays in processing refunds, and the banks' processing times may vary.

In the meantime, for the most updated guidance and information on COVID-19, please refer at all times to [IATA's Coronavirus updates](#).

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