

Agents Liaison Working group (ALWG) (Resolution 851f)

Focusing on CASS-Export and CASS-Import operational issues, the ALWG is composed of representatives from the local Agent's Associations.

It is a platform which ensures that any enhancements or modifications to CASS operations affecting the Intermediaries and/or CASS Associates, have been discussed with, and have attracted a broad consensus prior to final implementation in line with IATA Resolutions.

ALWG meets when necessary to solve any issues and advise on improvement to CASS services.

Cargo Local Customer Advisory Group Cargo (LCAG-C) (Resolution 851 Appendix B)

In charge of local customer service issues and coordination of local needs, the LCAGC is normally composed of 10 persons elected for a two-year term. It is a user forum where local CASS operational issues, business requirements, enhancements and differences from worldwide policy and standards are discussed and addressed. This forum is not a decision making body, issues must be escalated to the CPG (CASS Policy Group). LCAGC meets a minimum of once per year.