



# CAS Support Services – Basic Support



## What is Basic Support?

Basic Support is included in your CAS subscription by default and covers assistance with software-related topics and general product support. It includes questions, observations, reports, or feature requests, that occur once or repeatedly, **when you encounter unforeseen issues in CAS.**

## What is included in Basic Support?

- **Incident Reporting and Resolution:** Support for reporting and resolving technical issues related to the functionality of CAS, such as when
  - You are not able to log on to CAS
  - A customs declaration has been created, but you cannot retrieve it
  - A generated report contains wrong or no data (while it should, based on the filter criteria)
  - You have adjusted data in the declaration, but it is not saved in CAS
- **System Availability:** Assistance with instances affecting access to and navigation in CAS or its availability.
- **CAS Updates:** Assistance with questions related to updates in CAS

## What is not included in Basic Support?

*Some of these services can be offered via an additional subscription*

- Contacting the customs authorities
- Declaration amendment and invalidation support
- Declaration notifications support
- Continuous flow efficiency improvements
- Declaration finalisation support
- Data enrichment
- Business Continuity Procedure support

## How does Basic Support work?

You can initiate Basic Support by submitting a dedicated support ticket. Once the ticket has been created, the C4T support team will investigate the matter and propose resolution options or next steps, taking into account the priority for business critical cases.

*Prior to reaching out to C4T, you should ensure your internal system is operational and the correct data has been provided to CAS, as well as solve any declaration notifications yourself and coordinate with customs authorities if applicable. For assistance with these tasks, C4T Support Services, such as Premium or Premium Plus Support, can provide the necessary guidance or proactive support.*

Our support services are delivered in accordance with established Service Level Agreements (SLAs).

## When does Basic Support apply?

Coverage is foreseen during standard business hours: Monday to Friday, 9:00 am to 5:00 pm CET.

### Get in touch

**We'd love to hear from you.**

For more information or to contact us, visit our website or email: [marketing@customs4trade.com](mailto:marketing@customs4trade.com)

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