



CAS Support Services – Premium Support

Introduction

Switching to self-filing your customs declarations from a 3rd party such as a customs broker or freight forwarder may feel challenging but it really shouldn't. At Customs4trade (C4T) we enable some of the biggest brands to self-file their customs declarations and reap the benefits of reduced costs and gained control of their customs data.

To support our customers with the transition to self-filing, we ensure software guidance, training and documentation (such as an elaborate help centre), shared with the customer during onboarding, as well as product maintenance guaranteeing availability and performance of our software's product features.

Next to Standard Support, which is included in your CAS subscription by default, we offer Premium Support to customers who require guidance on declaration issues.

Description

In order to comply with the legal obligations and to place goods under a customs procedure, a customs declaration needs to be lodged.

In case declaration errors pop up, C4T's Premium Support team can assist you with guidance and resolutions.



We wanted the peace of mind that comes with dedicated support for any customs error or declaration issue. Premium Support gives us access to a team of experts to assist us if required



Included in Premium Support

- Investigation and resolution suggestions of declaration errors for the following alerts: validation violation, customs errors, provider errors or sending errors
- Assistance on the finalisation of the declaration flow in CAS, e.g. declarations in 'release not received' status
- Guidance and advice on the use of the business continuity feature during customs outages
- Product assistance and guidance on deletion, amendment, invalidation of declarations in existing flows and procedures.

Not included in Premium Support

Ad hoc customs consulting, document services (such as TRACES, IPAFFS, TSS), tariff classification nor measures determination, authorisation management and -requests, Special Procedures guidance (such as reporting and compliance check of documents), documentary control assistance, configuration improvements, proactive monitoring, etc.

How does it work?

The customer triggers Premium Support for each matter where assistance is required via a dedicated ticket. Once this ticket has been created, the C4T team will investigate and propose resolution options or next steps. The purpose of this service is to support with questions related to errors sent by customs authorities' systems or with the pre-defined validations in CAS, in combination with support on applying the resolution in CAS.

Note that our support services will be delivered within Service Level Agreements in place.

When?

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



Get in touch

We'd love to hear from you.

For more information or to contact us, visit our website or email: info@customs4trade.com

 go beyond compliance

Belgium
Hoogstraat 226
1980 Zemst

United Kingdom
Office F4, CT3 Building
Wigan Investment Centre,
Waterside Drive Wigan WN3 5BA

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