C4T

CAS Support Services – Standard 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.

This is all part of our Standard Support, which is **included in your CAS subscription by default**.

Description

Standard Support for the CAS platform covers assistance with software-related topics and general product support such as access requests. It is included in a CAS subscription by default.

Standard Support includes any report, question, observation, or feature request, that occurs once or repeatedly when CAS isn't behaving as anticipated. When reported by the customer, these issues will be classified and handled by C4T accordingly.

Our engineering team will plan and develop the resolution of bugs, taking into account the priority for business critical cases.

Standard Support, included in our CAS subscription, ensures our teams to have a team of product support agents available for support during business hours in case of issues, guaranteeing our business continuity.

Included in Standard Support

Use cases of Standard Support

- Assistance in the use of and navigation in CAS
- Point of contact in case of updates of CAS or customs authorities' systems
- Management of incidents and problems in close contact with C4T's engineering team, such as when
  - The customer is not able to log on in CAS
  - A customs declaration has been created, but the customer cannot retrieve it
  - A generated report doesn't contain any data
  - Data has been adjusted in the declaration by the customer, but is not saved in CAS

Not included in Standard Support

General customs consultancy, amendments and invalidations of declarations, resolving validation errors and customs errors, contacting the customs authorities, corrections of declarations and their submission, creation of manual declarations, data enrichment, etc.

How does it work?

The customer triggers Standard 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. 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.