



Premium Plus Support

What is Premium Plus Support?

With Premium Plus Support, C4T experts monitor your operations in CAS and take the necessary actions on your behalf. We will detect and act upon declaration alerts before they become apparent to you, notify you when Business Continuity Procedures apply, and provide reports on the agreed schedule, along with other topics defined below.

With this hands-on approach, the C4T team takes the lead, ensuring your declarations process in CAS runs smoothly and efficiently. We only contact you when your input or feedback is required, effectively serving as an extension of your team. With Premium Plus Support, C4T reaches out to you instead of the other way around, freeing up your time and resources to focus on other important priorities while having peace of mind that your customs processes are expertly managed.



What is included in Premium Plus Support?

① → Declaration alert support

Investigation and resolution implementation for the following declaration alerts.

Technical validation alerts

All messages ingested or uploaded in CAS undergo automatic technical validation, an essential step to ensure a smooth declaration process. If technical validation alerts pop up, we coordinate with the relevant teams to effectively address and resolve them.

Inconsistency alerts

Upon ingest, CAS validates your declaration and automatically detects inconsistencies in messages before submitting declarations to the customs authorities, recommending you to correct them. We look into these alerts (referred to as validation violations) and make the necessary corrections, streamlining the declaration process by addressing potential blockers.

Some examples include:

- The gross mass provided is smaller than the net mass (which customs will not accept)
- Delivery terms code or location is missing
- Documents produced, certificates and authorisations, or additional references are missing

Connection disruption alerts

CAS sends alerts indicating a connection disruption between CAS and the respective customs system (referred to as sending errors). This is often due to customs system maintenance or outages. The C4T team detects these alerts, reviews them, and defines the required actions towards the resolution.

Post-declaration submission alerts

In case of alerts returned by customs after a declaration has been submitted (referred to as customs errors), the customs authorities have received your message but cannot proceed with its release. These alerts can apply to an issue in the original message or incorrectly applied or missing configuration rules. Some of these alerts are straightforward and indicate the required fix, such as 'declarant details must contain a postal code'. However, in customs systems like CDS, these alerts can be difficult to interpret.

The C4T team has expertise in resolving these types of alerts and will take action when these alerts pop up in CAS, before they become apparent to you. If applicable, we also coordinate directly with customs authorities to identify the root cause and determine an effective resolution path, all while keeping you informed.

PCS alerts

Messages returned from Port Community Systems (PCS) (referred to as port errors) involve, for example, missing container numbers. The C4T team actions on these alerts to identify what is blocking the message from being accepted by the Port Community System and further coordinates with you to obtain the correct information to apply the resolution.

Important note: some alerts may require input from you and/or from customs authorities.



② → Declaration finalisation support

Assistance with the finalisation of the declaration flow in CAS.

In case your declarations haven't reached their final customs status, leading to alerts such as 'release not received', 'exit confirmation not received', or 'goods not arrived', the C4T team will take action to verify why the final customs status has not been reached. We will then define the required actions to finalise the declaration, execute them and, if applicable, contact the customs authorities on your behalf.

This follow-up is essential for maintaining the continuity of your day-to-day transactions and often requires coordination with customs authorities. C4T has the expertise to address these situations efficiently.

③ → Declaration amendment and invalidation support

Guidance on and execution of deletion, amendment, or invalidation of declarations.

After a declaration has been accepted and released by customs, you may realise it needs to be modified. Depending on the jurisdiction and whether it's about import or export, the process for modifying a declaration can vary and different rules may apply.

Modifications can be made directly in CAS and, due to legal requirements, alignment with the customs authorities is necessary to further process your declaration. The C4T team is experienced in advising and executing on the required actions, knows whether an amendment, invalidation, or new declaration is required, and will communicate with the customs authorities if applicable.

④ → Business continuity procedure support

Assistance in enabling/disabling Business Continuity Procedure (BCP) during customs systems maintenance and outages as well as handling BCP and queued declarations after the Business Continuity Procedure has been deactivated.

During a customs system outage or maintenance, you may be unable to send and receive messages to and from customs systems, or there may be delays in message processing. The fallback process or BCP that applies varies by customs system. You can choose to wait for the customs system to become available again, queue your messages (without sending them to customs), or use the BCP. Either customs authorities allow you to request a fallback procedure for urgent transactions via email or the process is automated through messages from CAS to customs, when the respective customs system supports this functionality.

In the event of customs systems maintenance or outages, we proactively notify you and provide guidance on the available options, requesting your preference on how to proceed.

If you choose to activate a BCP, C4T will enable it. Once the disruption is resolved and when agreed, C4T will disable the BCP on your behalf as well. Depending on the jurisdiction and the specific customs system, pending declarations must still be submitted to the relevant customs system to get released. C4T will continue to monitor and follow up to ensure the final declaration status is reached.

⑤ → Special procedures reports support

Creation of monthly/quarterly reports for Special Procedures.

We provide support with reports related to Inward Processing. CAS generates the Bill of Discharge (BOD), which includes all required data for customs. However, depending on the region, customs authorities may require additional information or have specific requirements that go beyond the standard BOD.

The C4T team ensures that you receive the relevant data to meet these regional or customs-specific demands. Once you have validated the report data, we also assist with the communication with customs to ensure smooth processing.



⑥ → New configuration support and continuous improvements

Support in setting up new decision tables and configuration and declaration flow efficiency improvements.

With Premium Plus Support, we assist in setting up new or update existing decision tables to ensure that complex processes are accurately automated, further reducing manual intervention and enhancing operational efficiency.

Our goal is to not only resolve alerts but also continuously improve and streamline your declaration process. By adjusting configuration rules, we automate solutions and prevent similar alerts from recurring. If we identify opportunities to optimise CAS through reported incidents or discussions, we highlight these and guide you on the implementation.

For example, if a missing additional document is reported, we define a resolution and recommend updating configuration to prevent future alerts for the same item/commodity code unless legislative changes occur.



What is not included in Premium Support?

Some of these services can be offered via an additional subscription

- × Other document services such as TRACES, MCP, GVMS, and TSS. These can be offered through an additional subscription related to other document services.
- × Master data services such as tariff classification, tariff measures determination, and authorisation application and -management. Our AI-powered CAS Classification solution can help to find the best-suited product classification code or verify your current classifications.
- × Services with regards to Special Procedures guidance such as alert resolution related to stock records, movements, formulas, or material list inconsistencies, resolving inconsistencies in stock records, preparation of periodic audits for IP or CWH, control and compliance checks on reports, and creation and submission of reports for customs authorities.
- × CAS admin and configuration services such as the creation and implementation of new customs flows (only covered within a new implementation project), and the rectification or re-upload of ingest messages in bulk.
- × Physical and documentary control assistance.



How does Premium Plus Support work?

C4T monitors the entire declaration status flow on your behalf, tracks pre-defined triggers, such as declaration alerts, and investigates their root cause. When the root cause has been identified, we'll contact you to align on the suggested resolution via our ticketing system if applicable. If you agree with the suggested solution, C4T takes the necessary actions on your behalf.

In case of additional questions on other cases, you initiate Premium Plus 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.

For repetitive cases, we create a Standard Operating Procedure (SOP) together, enabling C4T to act independently without requiring your intervention and/or permission for each similar case.

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

When does Premium Plus 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.

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