

Premium Support



What is Premium Support?

With Premium Support, you have a team ready to assist in case of questions, ensuring you're never on your own. We work with you to prevent customs declarations from getting stuck, ensuring a smooth process and giving you peace of mind knowing expert help is at hand.

Premium Support covers the following topics:

- Declaration alerts
- Declaration finalisation
- Business continuity procedure
- Declaration amendment and invalidation
- Continuous improvements

C4T's Premium Support team is experienced and available to assist you with guidance and resolutions for the below topics **once a support ticket has been initiated**.



What is included in Premium Support?

① → Declaration alert support

Investigation and resolution suggestions 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 any technical validation alerts are reported to the C4T team, 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.

These inconsistency alerts (referred to as validation violations) help prevent declaration issues, 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 and should be looked into to define the required actions.

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 is ready to assist as needed. For new or complex issues, and with your approval, we can also coordinate directly with customs authorities to identify the root cause and determine an effective resolution path.

PCS alerts

Messages returned from Port Community Systems (PCS) (referred to as port errors) involve, for example, missing container numbers and should be verified to check what is blocking the message from being accepted by the Port Community System.

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 is available to assist. Resolving these alerts happens by doing the necessary checks in CAS, executing the required actions, and, if applicable, contacting 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's support team has the expertise to address these situations efficiently.

③ → Business continuity procedure support

Guidance on the use of the Business Continuity Procedure (BCP) during customs systems maintenance or outages.

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 Business Continuity Procedure 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 Business Continuity Procedure. 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. The C4T team is available to help identify the appropriate actions to take in case of customs outages or maintenance and guide you on how to implement them.

④ → Declaration amendment and invalidation support

Guidance and advice on 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 on the required actions, knows whether an amendment, invalidation, or new declaration is required, and is available to assist with the communication with the customs authorities.

⑤ → Continuous improvements

Configuration and declaration flow efficiency improvements, based on received alerts.

With Premium Support, our goal is not only to assist you in case of alerts, but also to continuously improve and streamline the declaration process. Modifying configuration rules helps to automate solutions and prevent future occurrences of alerts. If, based on reported incidents or discussions between you and C4T, we identify opportunities to use CAS more efficiently, we will highlight these and explain what is needed to apply the optimisations.

For example; if you report a missing additional document, the C4T team helps to define the resolution and recommends updating the configuration rules. This ensures that the same alert for that item or commodity code won't recur unless there is a legislative change.



What is not included in Premium Support?

Some of these services can be offered via an additional subscription

- ✗ Dedicated monitoring, where C4T experts monitor your operations, act upon alerts, define the root cause, and implement the solution upon their occurrence. Moreover, C4T handles declaration finalisation alerts, provides extended BCP support, and manages report creation on your behalf. This is only included in our Premium Plus Support Services, for which we can provide you the additional documentation.
- ✗ 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, monthly/quarterly report generation (only included in our Premium Plus Support Services), 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 or documentary control assistance.

How does Premium Support work?

You can initiate Premium Support for any topic requiring assistance by submitting a dedicated support ticket. Once the ticket is created, the C4T support team will investigate the matter and propose resolution options or next steps.

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

When does Premium 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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