

## Enhanced Support

Sequoia allows an unprecedented level of security and customisation. With the powerful Administration Console you can ensure that your staff have full access to the features they need.

Administering software can be a tricky business. You obviously want your staff to have access to all the information they need to do their job but you also need to prevent them from accessing restricted information.

We can train your IT staff and Supervisors to configure Sequoia themselves or you can have us do it for you for a small annual fee.



## Services Provided

### User Configuration and Security Roles

- Add, delete and modify your users
- Configure security roles so your users have access to only what they need
- Create security roles specific to user experience
- Separate roles for senior staff, junior staff and trainees
- Organise your users by geographical location

### Printer and Report Configuration

- Set number of copies printed per report
- Designate where each report gets printed
- Quickly re-route printing if a printer stops working

### Additional Configuration

- Job Reference Formats
- NCTS Profiles
- Communications gateways
- Badges and CHIEF access
- Worksheet Translators
- Interfaces
- Import ETSF Locations
- Customs Declaration Configuration

## Purchasing Enhanced Support

### Yearly Subscription

- Low annual fee
- No extra charges
- Costs considerably less than using 3rd party IT contractors
- Quick turnaround - just call or email our Help Desk and we will make your configuration changes right away
- Cost based on total users of Sequoia



Air | Ocean | Imports | Exports | Consolidations | ETSF | DEP | NCTS | Tariff | CFSP | Customs Warehousing | Duty Management

