

Further to our message on 17th December, we remain focused on ensuring our 24/7 software support is always available to keep your Sequoia installation functioning correctly and free of technical issues over the Christmas period and the end of the Brexit transition.

The ASM Helpdesk team will be on call throughout the holiday period.

They are trained and equipped to support any and all technical issues relating to the Sequoia software rather than Customs procedures, declarations content and compliance issues.

We have updated Sequoia User Guides and embedded links to videos of previous training sessions to help you. These are available [here](#). Click on User Guides on left hand side and navigate to the area or function that you require.

Please remember that we can only assist with matters related to the technical support of the Sequoia software, we have listed below parties who may be able to help with other issues.

Service	Who can help	Contact details
Importing Exporting Customs Procedures Compliance Tariff Enquiries	HMRC	HMRC enquiry form: Send a question about imports, exports and customs reliefs Webchat Speak to an adviser online about general import and export queries. Telephone HMRC 0300 322 9434 or Textphone 0300 200 3719 Opening times: Monday to Friday: 8am to 6pm
CCS-UK Inventory or Messaging	CCS-UK	Telephone: 0845 607 0096 For Technical queries please email ccs.helpdesk@bt.com For Billing queries please email ccsuk-billing@bt.com All CCS-UK badge changes or ceases must be received in writing to either: ccsuk-billing@bt.com or ccs.helpdesk@bt.com
MCP 24/7 functional and how to use Destin8 support.	MCP	Telephone: 01394 600200 Between 10:00 and 16:00, please channel all correspondence via email to: help@destin8.co.uk
CNS Compass	CNS	Telephone: 02380 799600 or helpdesk@cnsonline.net
Pentant Cuslink	Pentant Ltd	https://www.descartes.com/customer-success/customer-support-and-training/customerservice-desk
Industry Training	BIFA	Website - https://www.bifa.org/home