

## CMA Bulletin

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**To:** CMA MEMBERS  
**No:** BU091  
**Title:** CMA Office & Central System Availability: December 2012/January 2013  
**Purpose:** For Information  
**Expiry date:** 3 January 2013  
**Attachment:** No  
**From:** Lesley Donaldson  
**Date:** 19 December 2012

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CMA Scotland will be closed from **25-28 December 2012 and 1-2 January 2013**. During this time an emergency service will be provided to Trading Parties on the **27-28 Dec 2011** to deal with issues that are critical to the immediate functioning of the Central System. In the event of such a critical issue arising please contact **01786 468 867**. A member of staff will answer your call as quickly as possible. In the event that you do not receive an immediate response, please leave return contact details. An alternate number to call should there be no response to the first one is **01786 468 860**.

On 31 December there will be support as normal during CMA business hours: Please contact **01786 468 864** if you require any assistance at this time.

Any other issues should be sent via the normal enquiry route and will be dealt with ASAP on our return to business on 3 January 2013.

Please note that the Central System will be available during the following dates as shown:

Central System Available		Emergency Service Contact Details
Thursday 27/12/2012	08.00 - 18.00	01786 468 867 or 01786 468 860
Friday 28/12/2012	08.00 - 18.00	01786 468 867 or 01786 468 860
Monday 31/12/2012	08.00 - 18.00	01786 468 864