

## What is the difference between my access code and Customer number (Customer identification and PIN number)

Your access code in [Pastel Partner](#) and [Xpress V14](#) is used only to register your product,

The **Customer number** is required to access telephonic support (you'll be prompted to enter this number on your phone), as well as access the [Customer Zone](#) on the website (required to log on). You'll only be able to use the Customer number during your FREE 30 day support period when you first purchase/register your product or when you purchase an annual [Sage Pastel Business Care Licence support contract](#). As a Sage Pastel Business Care Licence customer, you have a comprehensive support plan giving you telephonic support and free product upgrades that your business needs.