



GTreasury Support: Reliable, Responsive, and Always within Reach

We believe that fierce commitment to client support is essential to your treasury department's long-term outcome. That is why 75% of GTreasury's resources are dedicated to building innovative, quality products and delivering superior customer service and support.

The lengths to which we go in supporting customers represent a major difference between our company and competitors—one that can have a positive impact on your organization.

GTreasury



How GTreasury keeps you covered 24/7

The sun never sets with GTreasury

- For starters, we have a “follow the sun” support model available to make sure clients across the globe can get the answers they need on a 24/7/365 basis.
- Responsiveness is critical to the well-being and success of your digital treasury, and we take great pride in providing rapid resolutions to issues. More than 90% of these do not require escalation and are resolved in less than 48 hours, and we offer committed resolution SLAs for more severe issues.
- Collaboration drives results, so we provide access to our entire team of client support analysts to help ensure that you receive the highest level of service.
- Bank, payment, ERP and other connections are monitored continuously with in-app eNotifications of errors. Customized daily bank file monitoring and personal notifications are available with our premium support offering.

Multi-level support to help expedite a resolution

- Embedded system documentation and client community information means you can get functionality support without leaving the application.
- Our client support teams have access to an extensive pool of global expertise and can quickly put an incredible amount of proficiency against your issue.
- When further investigation is required, our client support analysts will work with the necessary internal resources—connectivity team, solutions manager, Product, QA team—to help resolve issues as quickly as possible.

Your team can reach us a number of ways

- Our client support analysts are available via phone, or by accessing our extensive and ever-evolving online GTreasury Help Center.
- These analysts are in-house employees who operate out of our US, EMEA and APAC locations, providing regional expertise when needed.
- This highly-trained group of client support analysts will assist you with any concerns and will work diligently to determine their cause—and then provide the best possible resolution.

Support Packages and What's Included

Support Packages

Support Package	Standard INCLUDED	Premium ADDITIONAL FEE
Coverage		
24/5	✓	✓
24/7		✓
24/7 for Sev1 & Sev2 issues	✓	✓
Contact Method		
Ticketing Portal: Phone	✓	✓
Direct phone number for all regions		✓
Resolution SLA		
Sev 1 = 4 hours	✓	✓
Sev 2 = 8 hours	✓	✓
Quarterly Support Review		
Review of new features released		✓
Analysis of support tickets opened with training recommendations		✓

BI Reporting Tune-ups	Standard INCLUDED	Premium ADDITIONAL FEE
Quarterly review of reporting categories and one refresher training session of two hours		✓
Creation of one report per agreed timeframe based on detailed requirements provided		✓
Assistance in updating existing report parameters based on changing business structure		✓
Bank File Connection Monitoring		
Validation of bank-wide line outage	✓	✓
Late delivery alerts via GTreasury Community	✓	✓
SWIFT outage notification and restoration	✓	✓
Call bank on client behalf for status update (if TPA is in place between client and bank)		✓
Monitoring of each daily bank file expected by specific time deadline (scoping session required)		✓
Rerun automated job after late bank delivery, as dictated by client		✓
Ongoing alert and notification of status until resolution		✓
Verification of downstream effect		✓
Email and/or phone notification of delay		✓
Email and/or phone notification of changes made		✓
Error Handling in GT for BAI Files Processing		
Add new records included in bank file but not yet set up in GT: accounts, new bank fee codes and new user codes, as dictated by client	N/A	✓
Email confirmation of changes made	N/A	✓

Monitoring and Error Handling

Payment File Integration Monitoring	Standard INCLUDED	Premium ADDITIONAL FEE
Proactive processing monitoring and eNotification of errors	✓	✓
Training on the scheduling of the file integration and eNotification of errors	✓	✓
Tracking of processing timelags when approaching US FED Bank cutoff of 5pm EST or EMEA banks schedule cutoffs		✓
Verification of FED reference # received within less than 20 mins of payment processing (dependent on bank timelines)		✓
Payment remaining in non-confirmed state for X determined timeframe		✓
Payment failure error handling and resolution options		✓
Consultative quarterly review and readjusting of job schedules based on volume change		✓
ERP File Integration Monitoring		
Proactive processing monitoring and eNotification of errors	✓	✓
Training on the scheduling of the file integration and eNotification of errors	✓	✓
Tracking of processing timelags as designed by client schedule		✓
File remaining in non-confirmed state for determined timeframe		✓
File failure error handling and resolution options		✓
Consultative quarterly review and readjusting of job schedules based on volume change		✓

About GTreasury

GTreasury provides CFOs and Treasurers with **The Clarity to Act** on strategic financial decisions with the world's most adaptable treasury platform, empowering them to face the challenges of today and tomorrow. Because each company faces different points of complexity and needs, our industry-leading solutions are purposefully designed to support every stage of treasury complexity, from Cash Visibility and Forecasting to Payments, Risk, Debt, and Investments.

With GTreasury, financial leaders gain comprehensive connectivity across all banks and ERPs to build an orchestrated data environment, enabling rapid value realization with implementations up and running in weeks. Plus, our unmatched industry expertise ensures your continued success through dedicated guidance and top-tier support.

Trusted by over 1,000 customers across 160 countries, GTreasury provides treasury and finance teams with the ability to connect, compile, and manage mission-critical data to optimize cash flows and capital structures. To learn more, visit GTreasury.com.

GTreasury is headquartered in **Chicago**, with locations serving EMEA (**London**, **Geneva** and **Dublin**) and APAC (**Sydney**, and **Singapore**).

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