

GTS Support Services

Goods blocked at the border? Documents disputed or missing? Invoices with inadequate product description? While your valuable cargo is unavailable, your customer is waiting, or your production line is blocked.

We support you at all times. Our GTS Support Services provide fast, professional and reliable support suited to your issues.

We complement and support your internal organisation – we act as your direct point of contact – we answer all your queries about SAP GTS for electronic customs procedures (import and export customs management, compliance management and preference processing).

What we stand for:

- Reliable, comprehensive and easily understandable information
- Practical solutions
- Short response times
- Remote troubleshooting

What we offer:

The GTS Support Services offers a single point of contact for the following services:

GTS Helpdesk	Troubleshooting and regulatory watch (proactive alerts)
Managed Services	Periodic monitoring, upload of lists, implementation of regulatory watch
Life Cycle Management	Adjustments, complex and non-urgent issues

Interested in our services?

For all questions contact us for an individual quotation by email gtssupport@ch.pwc.com or by phone at +41 58 792 64 98.