FAQs

Need Help Starting your Account?

We’re available 24 hours a day to help you reach your goals.

Contact us

Frequently Asked Questions

What is a Treasury Management System and how will I know I need one?

A Treasury Management System is a must have for companies that need to track the cash forecasts, transactions relating to loans and investments and ensuring compliance to financial risk limits. Having a Treasury Management System is also beneficial for those who want their financial data hosted and securely in one easily accessible place.

Still unsure? Speak to an advisor for tailored advice.

Why should I choose CS Lucas?

CS Lucas has a long history of supporting businesses across multiple industries. We work to ensure Treasurers have access to solutions that propel their company’s success.

Can you help me pick a plan to suit my needs?

Definitely. We recommend that you start with the Essential Edition and go from there. At any time, just get in touch with our advisor to discuss additional requirements.

Will the Essential Edition always be free?

The Essential Edition will always be free. We want to foster an environment where everyone can access top tier TMS software for their business.

Can I upgrade or change my plan?

Yes! You can upgrade your plan whenever you need. Your billing date will start the day of your upgrade.

Do you have a free trial of your premium features?

We do not offer a free trial for the higher plans. If you need access to premium features we recommend that you upgrade to a higher plan. If you need help choosing a plan, please contact one of our advisors.

What if I decide to cancel?

You can cancel your plan at any time. You will be billed for the full month and have access to the plan you chose for the remainder of the month. You will then be automatically placed on the Essential Edition.

I don’t need all the features on the higher plans, do you offer tailored plans?

We do not currently offer tailored plans. This may be an option we look to offer in the future.

What if I’m on the Essential Edition and need extra support, who can I contact for help?

You can contact Nyasha at **nyasha@cslucas.com** for general guidance or refer to our quick help guides and videos. If your issue requires more support, it may be beneficial to upgrade your plan as you meet the criteria of a higher plan user.

Contact us

