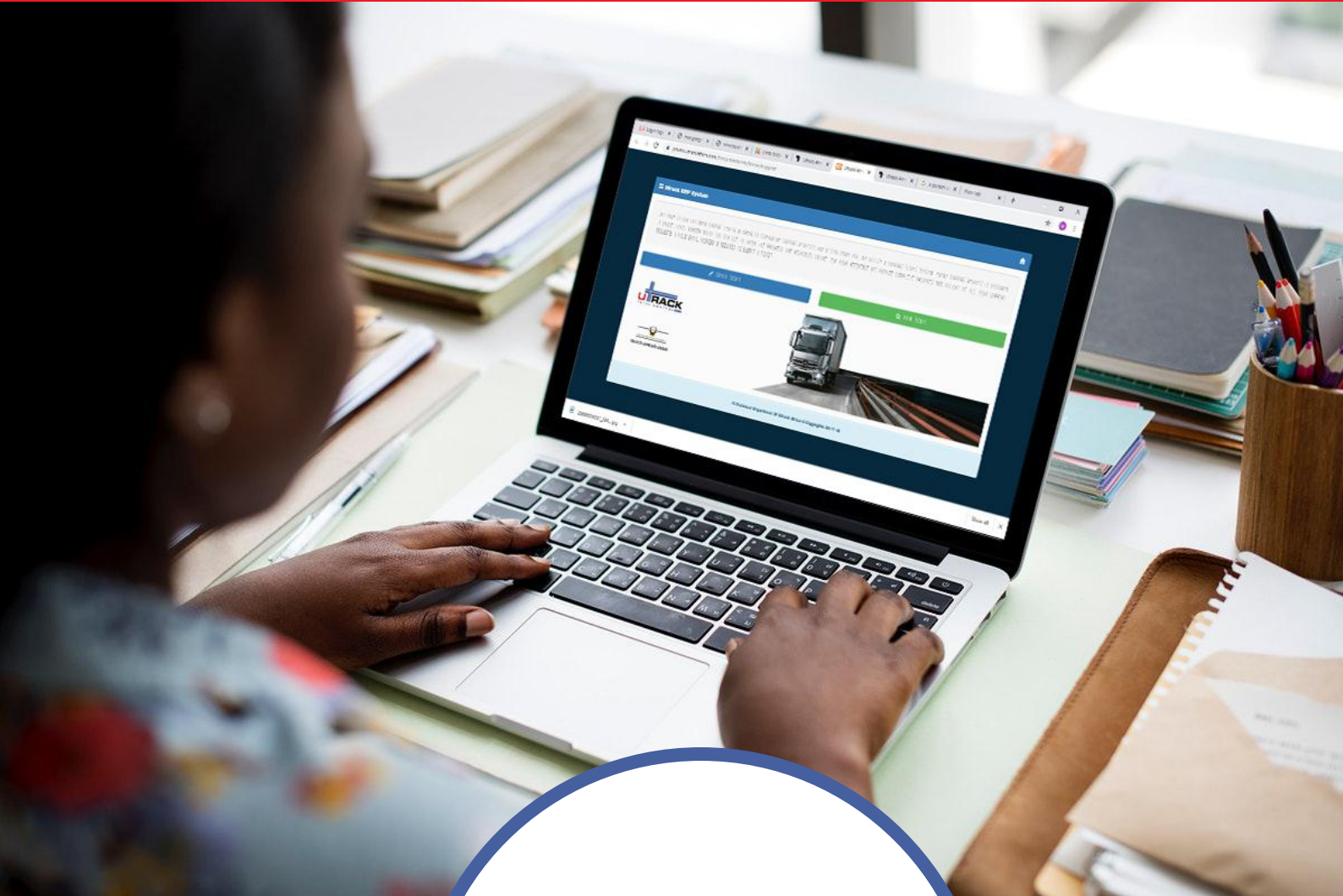


TICKET SYSTEM

User Manual



About Utrack Africa Limited:

Utrack Africa Limited is a dynamic leader in the distribution of GPS fleet management products and services. Our company was established in 2001 by Zulfikar (Zully) Mohamed, the Chief Executive Officer (CEO) and later joined by partners who are pioneers in the industry for better support and achievements.

The company was once a division of Radiowave Communications Ltd but later turned into a company of its own. As a supplier of fleet management and vehicle tracking technology to businesses and individuals in Eastern Africa, Utrack Africa serves government departments, transportation companies, the tourism industry, NGOs, Ports Authorities as well as smaller local and regional companies.

Our highly trained team of professionals will go above and beyond the sale to ensure your satisfaction with our products and services. Our goal is to improve your bottom line.

With a complete line of fleet management & cargo tracking systems, we are able to offer a consultative approach to our future customers.

We take companies through a process called Score Carding. During the initial meeting, our account managers ask questions about your business to learn how it operates and where you may have opportunities for improvement (fleet, risk management, safety, human resources etc).

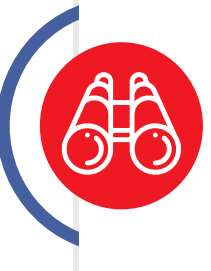
We then match the information to the right GPS system for the lowest investment. We are also listening for information that will help us identify other areas for return on investment not obvious to new users. As the GPS industry consolidates, companies that provide good products and good service will rise to the top. Utrack Africa has invested heavily in technology, training, and personnel to provide the best customer experience and service available.

Our technical support department provides a mix of network administration skills, project management abilities, electronics repair, training, and management. our internal advanced network architecture includes servers onsite with several terabytes of storage for internal systems, data hosting, and testing.



Our Mission:

We exist and strive to provide with unparalleled dedication, communications & tracking means that allow effective security, cost saving and competitive advantage in today's global business environment.



Our Vision:

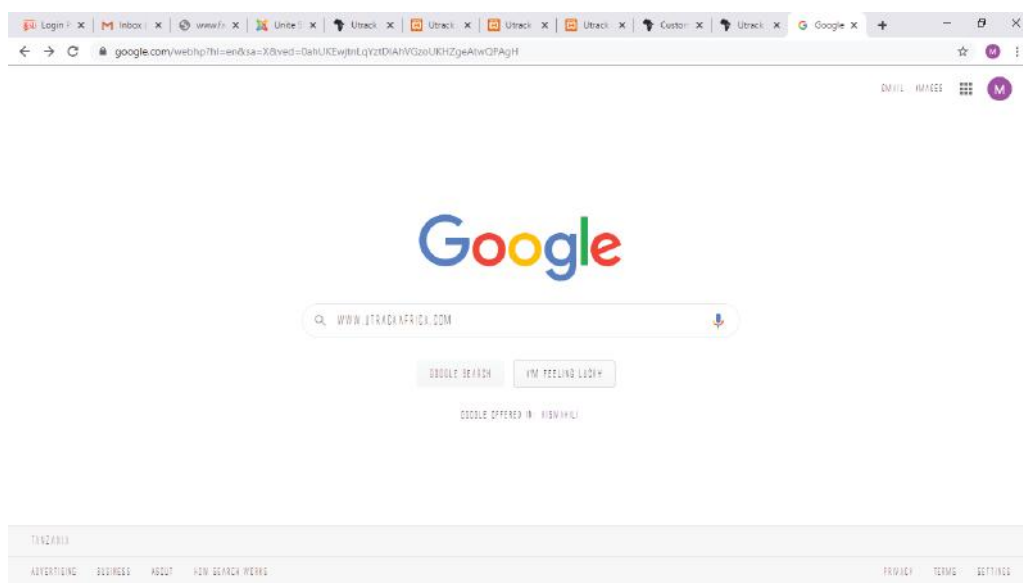
Our Vision is to become the leading tracking, information, communication solutions provider in Eastern Africa thus delivering excellent quality services and total control solutions to the community.

Ticketing System:

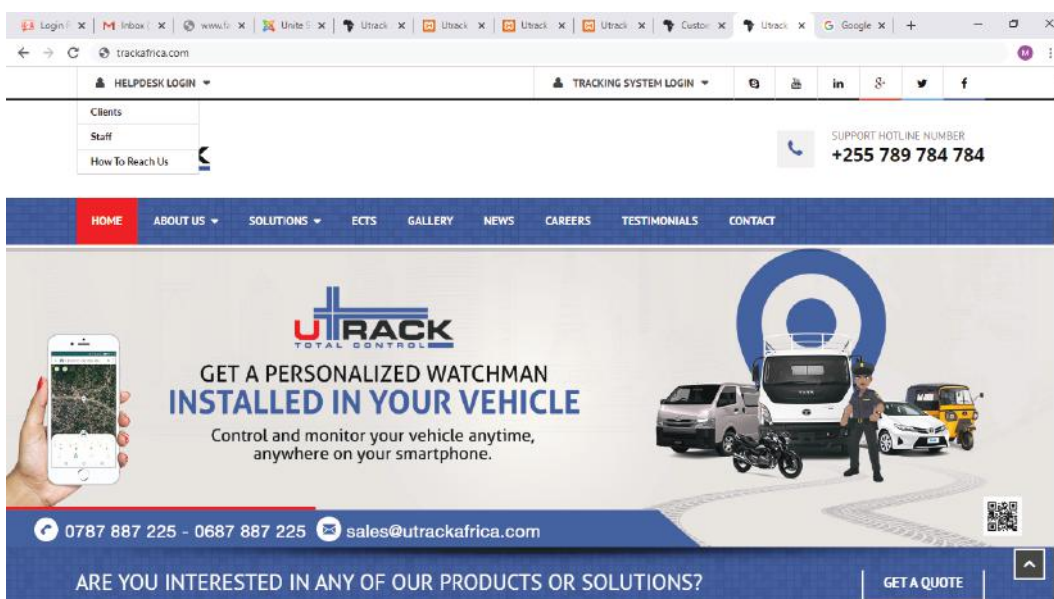
In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

How to Open A New Ticket from our website:

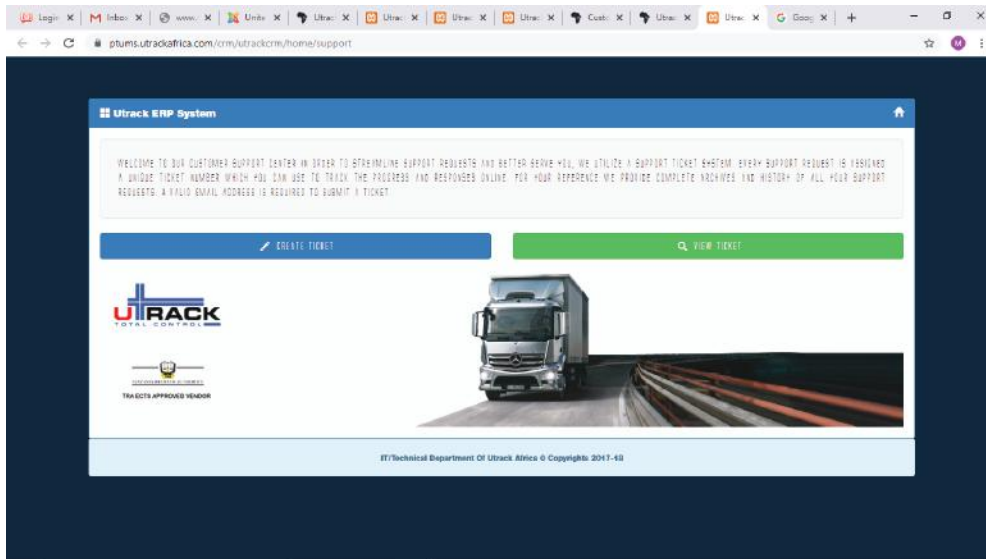
Visit our website www.utrackafrica.com on your browser



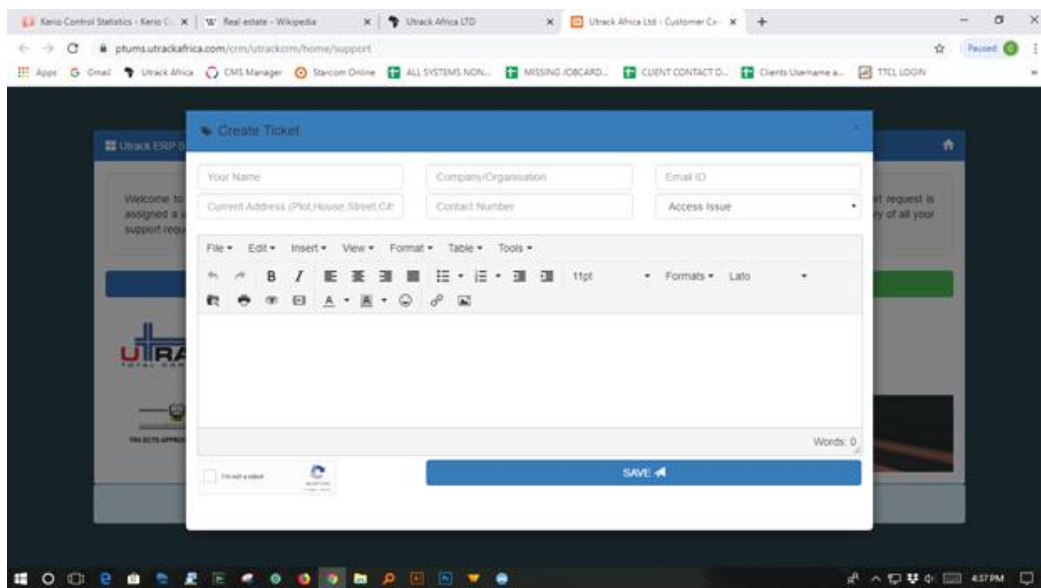
Click on the link or button labeled "Helpdesk Login" then click on a link labelled "Clients"



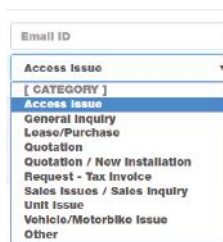
Click on the button labeled "Open A New Ticket" and fill in the required information



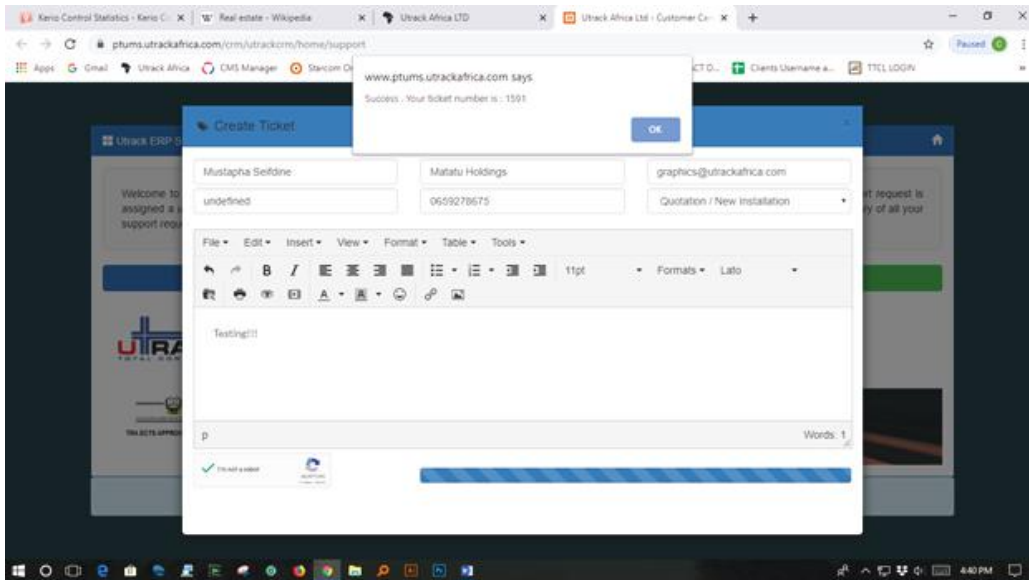
The following screen will appear, fill in your details thus your name, company, valid email address, address, contact number, choose your access issue, below you can put more explanations about your issue then check on the **I'm not a robot** box seen below then save.



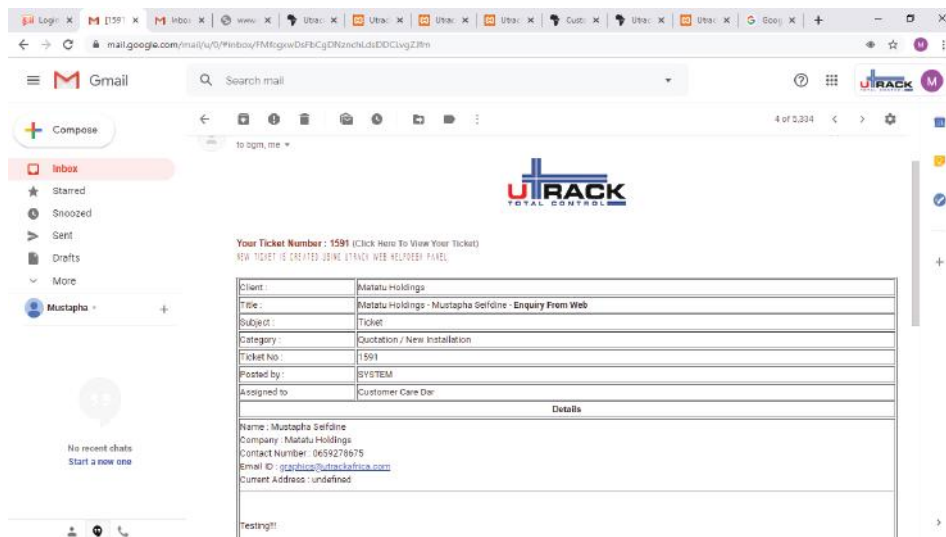
The access issue has drop down menu with different categories, you can choose the category of your issue and incase it's not listed choose others then you will write your explanations on the place provided.



After you have successfully filled the form and sent a request you will get a pop-up notification with your ticket number.



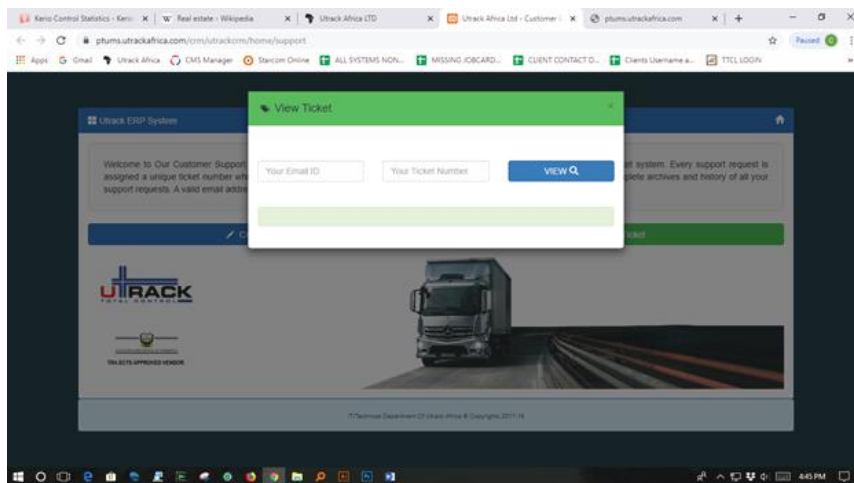
If you used a valid email address, you will receive an email indicating your ticket number and issue as filled on the form, this means Utrack team will have received your ticket and will provide you with feedbacks as soon as possible.



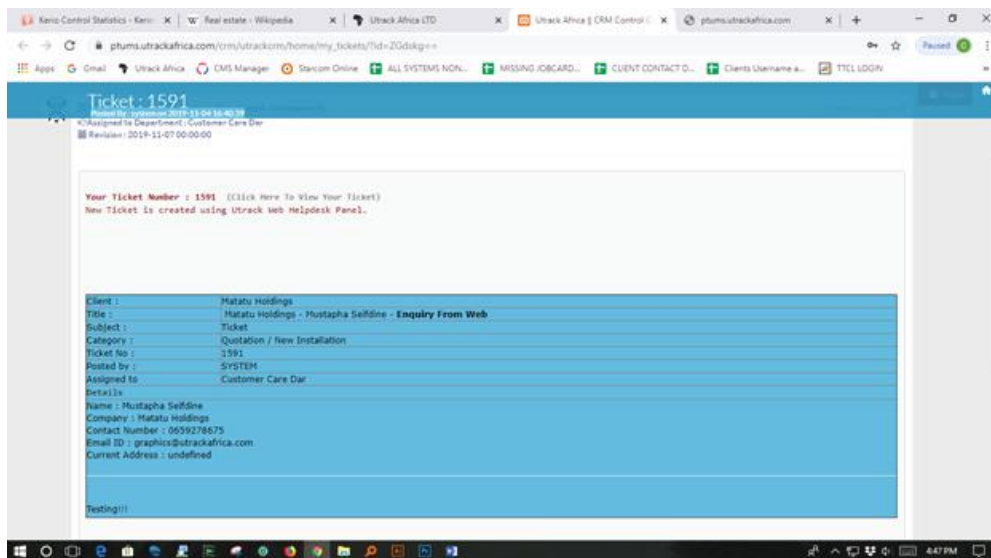
The ticketing system provides an option to view your ticket.



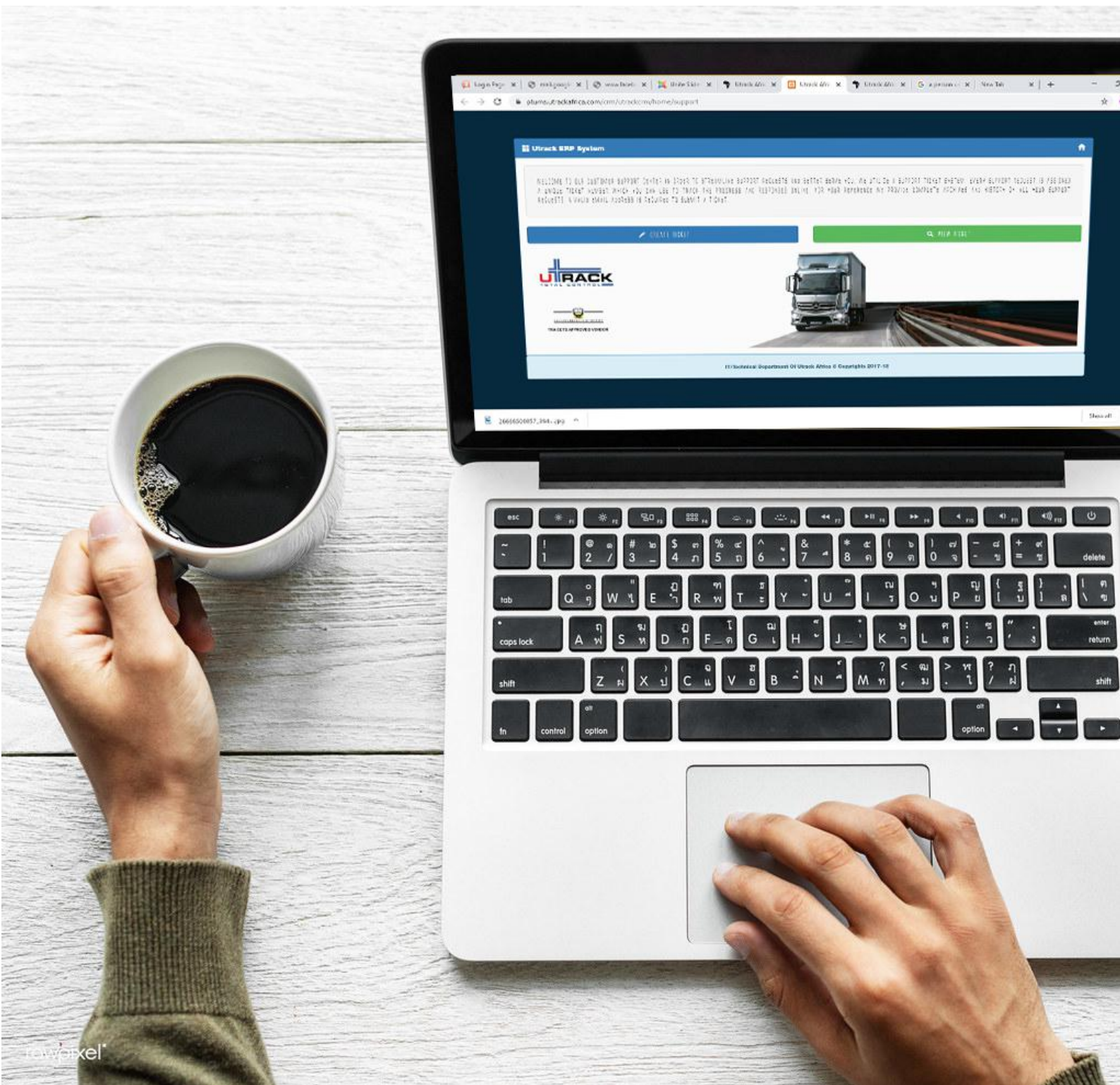
Fill your ticket number recieved and the email address you used to register your issue.



After you have filled right information, you will be able to view your ticket details as below.



This Ticket system is compatible with smartphones thus you can create a ticket using your mobile phone and you will receive the same results as the one who used a laptop.



rowpixel



Arusha:

Kwa Ngulelo Area, Baraa
Block 169G Nazareth Street.
P.O. Box 15360, Arusha, Tanzania.
Tel: +255 783 064 414 | +255 736 101 222
Email: info@utrackafrica.com
GPS Co-ordinates: -3.3685, 36.7288

Dar es Salaam:

Off Mwai Kibaki Road,
Block No. 34 Mkuzi Street.
Mbezi Beach Rainbow Area.
Tel: +255 22 261 7225 | +255 787 887 225
Email: sales@utrackafrica.com
GPS Co-ordinates: -6.7229, 39.2286