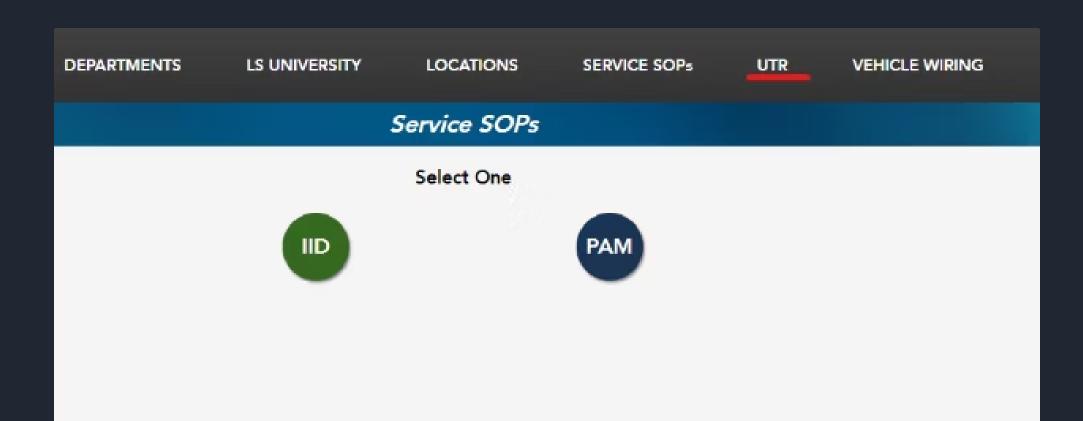
## How to - UTR tickets

**By Maricruz Garcia** 

**Step 1:** Navigate to the **Service SOPs** section.

Step 2: Click on UTR.

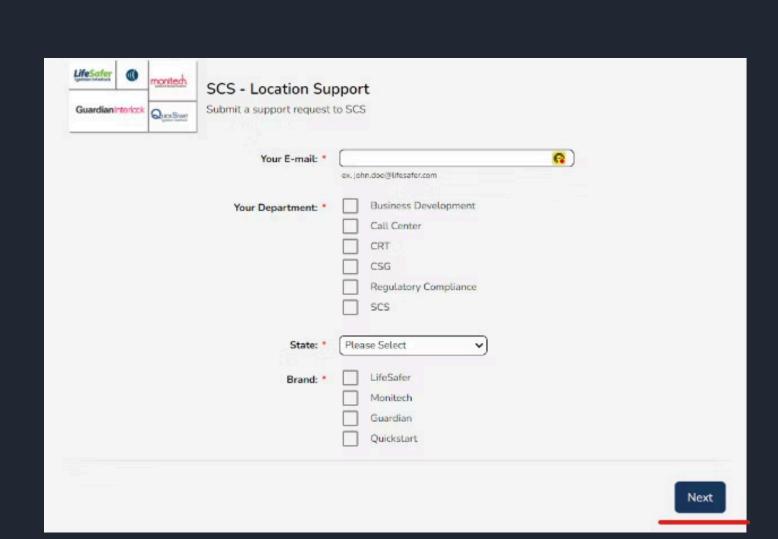


Step 3: Under Department, select Call Center and choose SCS (Service Center Support).

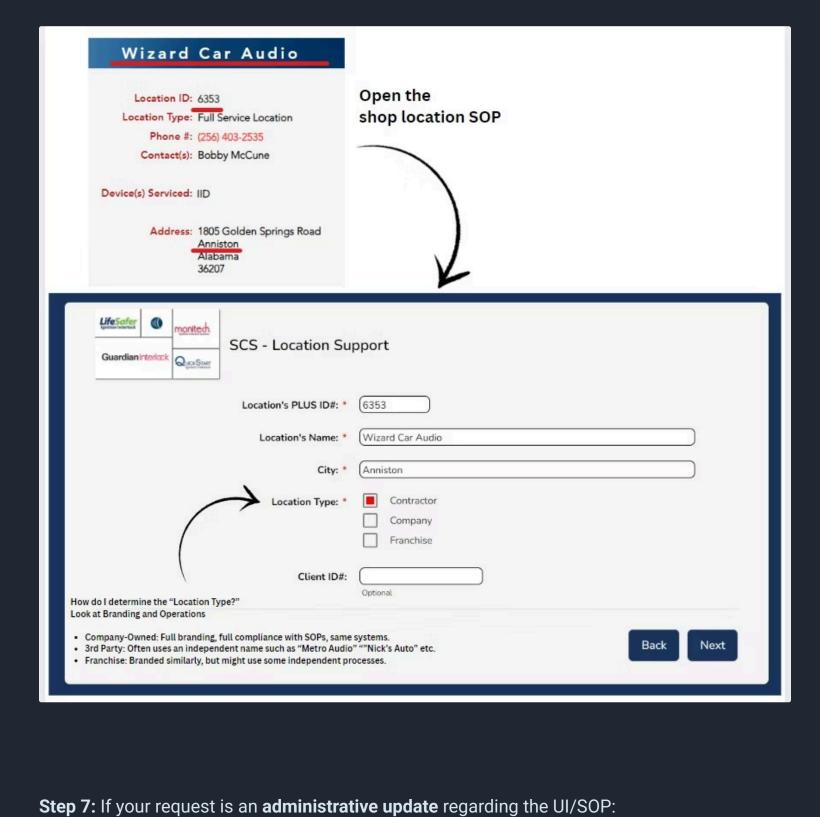
**Step 4:** Click on **Location Support Request**.

Support Requests
Select Your Department:
Call Center ~
Select the Department to send a Support Ticket:
SCS

Step 5: Complete all required fields, including your email address so you can receive a tracking number, then click Next.



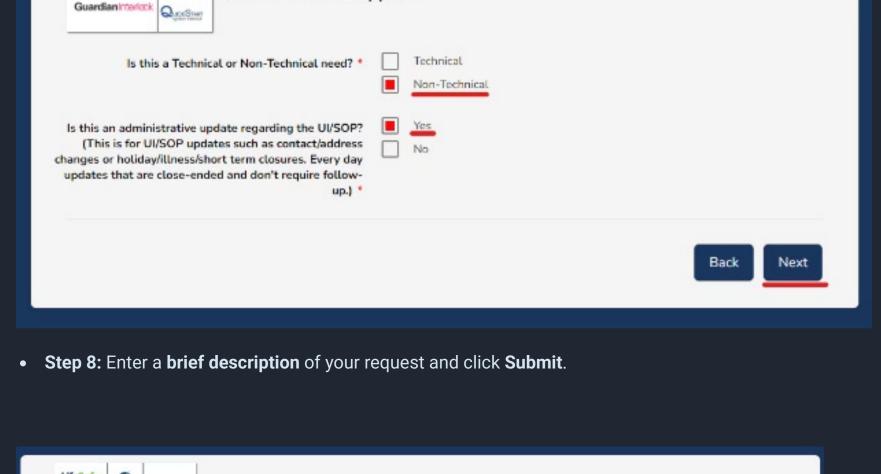
Step 6: Continue filling out the required fields. The Client ID is optional. Use the Shop SOP to ensure accuracy when completing these sections.



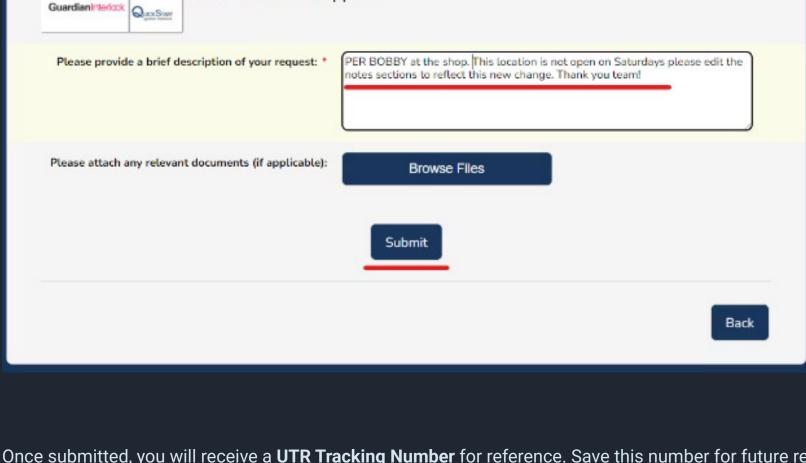
• Select Non-Technical • Answer **Yes** to the question about whether this is an SOP update

- Then click **Next**.

SCS - Location Support



SCS - Location Support Guardianinteriosk



Once submitted, you will receive a **UTR Tracking Number** for reference. Save this number for future reference etc.

