

How to - UTR tickets

By Maricruz Garcia

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

Step 2: Click on **UTR**.

DEPARTMENTS

LS UNIVERSITY

LOCATIONS

SERVICE SOPs

UTR

VEHICLE WIRING

Service SOPs

Select One

IID

PAM

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

Location Support Request

Submit a support request to the SCS team members

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

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QuickStart

SCS - Location Support

Submit a support request to SCS

Your E-mail: *

ok.john.doc@lifesaver.com

Your Department: *

☐ Business Development

☐ Call Center

☐ CRT

☐ CSG

☐ Regulatory Compliance

☐ SCS

State: *

Please Select

Brand: *

☐ LifeSaver

☐ Montech

☐ Guardian

☐ Quickstart

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.

Wizard Car Audio

Location ID: 6353

Location Type: Full Service Location

Phone #: (256) 403-2535

Contact(s): Bobby McCune

Device(s) Serviced: IID

Address: 1805 Golden Springs Road

Anniston

Alabama

36207

Open the shop location SOP

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SCS - Location Support

Submit a support request to SCS

Location's PLUS ID#: *

6353

Location's Name: *

Wizard Car Audio

City: *

Anniston

Location Type: *

☒ Contractor

☐ Company

☐ Franchise

Client ID#: *

Optional

How do I determine the "Location Type?"

Look at Branding and Operations

• Company-Owned: Full branding, full compliance with SOPs, same systems.

• 3rd Party: Often uses an independent name such as "Metro Audio" "Nick's Auto" etc.

• Franchise: Branded similarly, but might use some independent processes.

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Step 7: If your request is an **administrative update** regarding the UI/SOP:

- Select **Non-Technical**
- Answer **Yes** to the question about whether this is an SOP update
Then click **Next**.

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SCS - Location Support

Submit a support request to SCS

Is this a Technical or Non-Technical need? *

☐ Technical

☒ Non-Technical

Is this an administrative update regarding the UI/SOP?

(This is for UI/SOP updates such as contact/address changes or holiday/illness/short term closures. Every day updates that are close-ended and don't require follow-up.) *

☒ Yes

☐ No

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- **Step 8:** Enter a **brief description** of your request and click **Submit**.

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QuickStart

SCS - Location Support

Submit a support request to SCS

Please provide a brief description of your request: *

PER BOBBY at the shop. [This location is not open on Saturdays please edit the notes sections to reflect this new change. Thank you team!]

Please attach any relevant documents (if applicable):

Browse Files

Submit

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

