

## The most frequent problems with UTA products:

<p><u><b>Service Card</b></u> not working properly</p>	<p><u><b>Possible reasons:</b></u></p> <ol style="list-style-type: none"> <li>1. fuel station finished cooperation with UTA (is UTA logo displayed on the station?)</li> <li>2. temporary lack of connection with UTA system</li> <li>3. exceeding the limit of transactions per day (more than 4 transactions or their total value higher than 500€)</li> <li>4. three times wrong PIN = the card is automatically blocked for 24 hours.</li> <li>5. not successful transaction at automatic fuel station (like Total) = the card <i>can be</i> automatically blocked for 24 hours</li> </ol> <p><u><b>Solution:</b></u></p> <ul style="list-style-type: none"> <li>- driver must be still present on the fuel station and call UTA Team (RE) to report the problem + give the details of fuel station (name, address, telephone No.). UTA Team will contact UTA headquarter to receive support and diagnosis of the problem with UTA card.</li> </ul> <p><u>Generally: driver should be prepared to pay with own money</u> - as per RSA agreement signed by carriers - drivers always should have alternative means of payment to complete transports for RE customers.</p>
<p><u><b>LiberT Box or Multibox or Telepass</b></u> not working properly</p>  <p><u><b>Viacard</b></u> not working properly</p>	<p><u><b>Possible reason:</b></u></p> <ul style="list-style-type: none"> <li>- dead battery</li> </ul> <p><u><b>Solution:</b></u></p> <ul style="list-style-type: none"> <li>- the device should be returned to UTA Team and a new one can be ordered</li> </ul> <p><u><b>Possible reason:</b></u></p> <ul style="list-style-type: none"> <li>- mechanic defect or de-magnetization of the card</li> </ul> <p><u><b>Solution:</b></u></p> <ul style="list-style-type: none"> <li>- the card should be returned to UTA Team and a new one can be ordered</li> </ul>
<p><u><b>UTA products are lost or stolen</b></u></p>	<p><u><b>Action:</b></u></p> <p>UTA products should be blocked at UTA as soon as possible and UTA Team (in RE) should be immediately informed about the situation:</p> <ul style="list-style-type: none"> <li>- what exactly happen, when and where</li> <li>- if Police protocol is available</li> </ul> <p><u><b>Remark:</b></u></p>

	Carriers received (e-mail from UTA Team) instruction how to block UTA products themselves.
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