

Dear team, Please find the attached file and kindly resolve the issue when i reached to that point it don't proceed further Dear ITC, we registered our company in ITC for GPS purpose but till yet its in process. Please Delete Vehicle From system Vehicle no 7/59145 because data is incorrect in system Dear ITC Customer Service, As a Workshop, in our FieldMan Application, we are unable to uninstall the devices from vehicle, since the "Reason" is not populating in the Application. Please resolve this issue ASAP. Registration issue sir kindly i tried add for vehicle , but the system cannot , Dear Team, Kindly delete the vehicle 97124 as it was entered with incorrect details. Dear Team, Kindly note, The vehicle PL#12326 is showing as details has already entered in the system while trying to register. Respected sir, It was a pleasure speaking to you over the phone today. Kindly change the contact person name to : Wahid Abrahimi Phone Number: 0557383866 Email address: info@alhamood.ae Our company name is : AL HAMOOD GENERAL TRANSPORT EST if you require any further assistance please do not hesitate to contact me. Best Regards, Wahid Abrahimi Dear Team, The vehicle 59145 belongs to other company AHMED MOHAMED ALAMOODI GAS DISTRIBUTION by mistake added in our user. Kindly delete the vehicle as I am unable to delete. Dear Team, Kindly advise for adding vehicle with no number plate. For REQ21000001 I added the communication protocol and modify the application but not showing the changes. and I try to re-apply the device (IMT 14) but showing already exist (attached screenshot). Kindly check and assist. Thank you Dear Team, Kindly assist for modifying company services in registration page. Dear Team , we are facing trouble about Device installation vehicle chasis No / JJ7BCE1K31L006594 status is validation we are wating for status installation so kindly update status for device installation . Thanks All Team. Requested to reset his password. The supplier CWM is not providing supporting documents related to the device for adding the device in IAVMEP. Note: Devices are fixed on the vehicles. The customer is trying to modify the chassis number but the system doesn't allow him to modify it. Good morning Before i ad one vehicle with wrong vehicle data now my issue is solved so now i want to delete or remove from my account where gps status showing uninstalled that vehicle data i want to delete or remove from my account thanks We want to reinstall the device to our Vehicle No AD-2-73195. We tried to register the vehicle in the system but unable to complete the process, so you are kindly requested to reregister the same and advise us accordingly. Thank you Dear Team, we are waiting for NOC Vehicle chassis no -JJ7BCE1K31L006594 . march 24th was active our GPS Device so kindly send NOC for future procedure. because we need to make civil defence certificate. Thank You. We need to change the data As per the management said, we are not supplier but a company. so requesting you to change it to company. Dear Team, Kindly note we are unable to add a vehcile with chassis numner find the attached screenshot for error message. The vehicle 2/2061 has failed at Testing Center due to lack of Clearance Certificate from Civil Defence. On approaching Civil Defence, told to get a certificate from Integrated Transport Center (ITC, Abu Dhabi) as clearance of GPS tracking device from Black Box fixed in our vehicle. Kindly we install the device for Royalatals account and the device not yet active on the system Dear Team, Kindly assist for adding the vehicle with no number plate. Thank You. Dear Team, Kindly note we are unable to open the NOC file for the vehicle 97812 as it showing the error "There was an error opening this document". 1) AD 9-56094 2) AD 8-82564 Note: above vehicles status in ITC platform is already "pending for installation". The customer from

"PEERAJ GENERAL TRANSPORT" complaining about not receiving NOC for the vehicle AD-1-72032. Receive an inquiry @info.freight@itc.gov.ae from the company "EMIRATES NATIONAL CHEMICALS COMPANY (EMOCHEM) BRANCH – SALE EXIT L.L.C." to unblock the user. Customer requested to unblock his users . received the inquiry from info.freight Good day, We are installing one FMM130 unit and its not showing any data. Please allow FMM130 on your platform. Regards Hassan Ctrack Middle East Customer from LIVE PETROLEUM PETROCHEMICALS L.L.C. requested to unblock the user . Hello We would like to follow up in reference to our request for the electronic tracking. Dear Team, Greetings.. Please note that our Supplier registration basic info and Supplier activity info contact details are showing wrong (Mob no and Email– Copy attached), you are kindly requested to update our details as below Contact No– 971 504430224 Email – info@totalsecureme.com TOTAL SECURE Fabrication – Tel 050300789 Prod Workshop – 0502867669 Your prompt action would be highly appreciated. Thank you Regards TOTAL SECURE LLC Dear Team, Greetings.. Please note that our Workshop registration basic info contact details is wrong (Mob no and Email– Copy attached), you are kindly requested to update our details as below Contact No– 971 504430224 Email – info@totalsecureme.com Your prompt action would be highly appreciated. Thank you Regards TOTAL SECURE LLC Change the NOC from Diesel Tanker to NON DRINKING WATER TANKER the vehicle number 2/2061 – ( NOC # 2021/IVAMEP/0000305 DTD. 06/04/2021) kindly be informed that iam unable to find the vehicle registration icon in your page Dear User, Kindly note that all vehicle under your account are pulled from traffic profile number, so you can activate only vehicles that you need. in case of no reply for 48 hours this ticket will be considered as resolved and closed automatically. Kindly uninstall the device from the vehicle # 2061 AD ( chassis # WMA56WZZ9DM619559) since the vehicle changed from Diesel Tanker to NON drinking water tanker ( registration copy attached for the ready reference) The company "MISPAH PIPELINE INSPECTION L.L.C" while trying to register their entity in IAVMEP, SMS OTP is not working as they are receiving only email OTP but SMS is not reaching. User is blocked for the company "HILAL BIL BADI & PARTNERS CONTRACTING COMPANY – W L L – HILALCO".

Good day Sir, We applied for Workshop approval, there was some issue earlier and day before yesterday we successfully added in the system. Kindly note that we have the activity in the trade license and we have workshop in Industrial Area 14 but still its taking time to get approved. There are some clients waiting for NOC and they said if we cant do that then they will move full project to other vendor. Due to current situation we cant afford it. Please help us to get approval for Workshop. Regards Hassan Aziz Ctrack Middle East Dear Support Team. we requested for approval our workshops with Ticket ID HD21000157 dated on 04-04-2021. till now we didnt get any update. this is request to you please approve our workshop. User is blocked for the company "GLOBAL PETROLEUM TRANSPORT –SOLE PROPRIETORSHIP".Receive a below email from the customer "ALARABIAH PIPELINES TESTING SERVICES" regarding, As we tried to login it is showing some error as shown below kindly do needfu

We have installed GPS trackers in our five vehicles on 20th June 2021, we are still waiting for NOC. Vehicle # 49838/2,49835/2,40912/2, xlep6x40085192477, wma56wzz8em656314. Please look into this matter and do the needful ASAP. Regards Suhail al Mazroui Est Dear, one of our vehicle device installation done and active in the system. its done on 27 June but still we are waiting for certificate from

ITC. please do needful to issue certificate earliest. Receive an inquiry from "Industrial Support Services Co. Ltd." Dear Sir, we cant add our vehichles into this site as per my knowledge i found i was selected category "frieght and goods" . actually we need General so i will request to change this category ....i cant pass my vehichles so please change . SIR PLEASE ACCEPT THE REQUEST sir i applied for the vehicle registration , but still the status is Pending installation , so please check the complaint and thank you very much. Dear sir, still my company is under review please change and help me Dear ITC, We bought one vehicle from other company but the number plate has cancelled under another company name. So we want to install GPS but its not showing in system when i enter vehicle details. SO kindly guide us how to add vehicle in system please. thanks Kindly be informed that we have received a call from Mr. ALI, From (COOL RIVER GENRAL TRANSPORTING) following up for his vehicle Head (88524 ) linked with Trailer (2405) both have been registered in the system, but device has been installed only in the head "88524", and the certificate had been issued for the same but only the details of the vehicle head is been mentioned on the NOC, while the civil defense requested him that both of the two vehicle unit must be mentioned in the NOC. The customer from "BA RASHEED TRADING ESTABLISHMENT" requesting to send NOC for the vehicle AD17-35477 as they receive installation certificate instead of NOC from noc.freight@itc.gov.ae. Dear Sir, Please change the VEHICLE TYPE from FUEL TANKER to SHIPPING WITH CRANE (as per Mulkia) of below vehicles and reissue the new NOC to complete our vehicles renewal process. Mulkia copies are attached. VEHICLE ID AD-2-49838 AD-2-49835 AD-2-40912 Thank you. The workshop "AG CARS SERVICES LLC – BRANCH OF ABU DHABI 7" complaining they are unable to access the link. One of the Registered Company/Operator "Hilal Bil Badi & Partners Contracting Company – WLL-HILALCO" is not showing in our Workshop- FieldMan Application. Please resolve this issue, since we are unable to proceed with the installation. Ticket Number : HD21000088 is closed with out giving out a solution Customer from "GLOBAL PETROLEUM TRANSPORT –SOLE PROPRIETORSHIP" requesting to unblock the user. we already send email and inform control room as well please update us status of unit so that we issue the certificate to customer as customer is waiting more than one week please find below vehicle & unit detail Company Name: Peeraj General Transport Plate Number: AD 72032/1 Vehicle Model: Toyota Hilux Device Model: Teltonika FMM130 IMEI #: 860536049258561 The workshop "CTRACK MIDDLE EAST AND AFRICA TECHNOLOGY – SOLE PROPRIETORSHIP L.L.C. Workshop" receiving an error while installing a device on the vehicle. The customer from "SAIF BIN DARWISH COMPANY L.L.C." Good day, Ctrack Middle East is a Fleet management company based in Abu Dhabi, we have activity "Security & Surveillance Systems Installation & Maintenance" in our trade license. We are successfully registered as a Supplier and currently we are facing issue to add our WORKSHOP as registered workshop. Kindly note that we have our own workshop in Musaffah 14. When we tried to register on our trade license its giving enclosed error. Please assist. Regards Hassan Good day, Ctrack Middle East is a Fleet management company based in Abu Dhabi, we have activity "Security & Surveillance Systems Installation & Maintenance" in our trade license. The customer from "RAMAL AL SILA GENERAL TRANSPORT" requesting NOC for the vehicle AD 1-2311. Dear Team, WE are requesting you to please remove 1/65910 vehicle from our list. We already deleted that vehicle from our list. Regards, Renjith

Dear Sir, Please delete below vehicle from our system. ad 2/61757 Mulkiya copy is attached. thank you

Receive the below email from the customer "Zeolite General Transport& Contracting ", Please note that Civil Defense has rejected this NOC due to not mention GPS serial number in trailers, kindly request you to mention GPS number and send us as soon as possible. Kindly find attached file for rejection from civil defense also for your reference. The customer from "UTMOST GULF GENERAL TRANSPORT – SOLE PROPRIETORSHIP L.L.C." receive NOC for the vehicle with AD2–68711 incorrect company name and trade license. The workshop "Trakker Middle East" complaining the device FMM 130 is not communicating which is installed in the vehicle AD1–72032 registered under company "PEERAJ GENERAL TRANSPORT"

Dear sir, we are unable to generate tracking report of vehicle, below attached error is showing while generating tracking report..Regards TOTAL SECURE LLC

Dear Sir, Please delete below vehicle from our list which we added wrongly and we will add the same with Chassis no. Vehicle AD 2/65841 Thank you

The customer from "AL HADA INTERNATIONAL COMPANY–LLC" requesting to unblock the user "ALHADA123". The customer "AL HARMOUS CONTRACTING GENERAL TRANSPORTING ESTABLISHMENT" needs to modify the email address. DEAR SIR PLEASE CHECK THE VEHICLE NO 80512/2 ABU DHABI CHASSIC NO JL7BCE1J9DK004128 STILL PENDING FOR VALIDATION PLEASE APPROVE FOR INSTALLATION THANKS

sir kindly i applied for gps in triler but we cannot add for gps in tanker our vehicle in gas trailer , so please kindly inform the solution , and thank you very much. complaining as they are facing an error "No vehicles found or service is down" while registering trailers. We are trying to add 2 vehicles in the system but getting error message. screen shot is attached for your reference. Please look in to this matter and do the needful asap. Thank you

Admin. The customer from "THE EMIRATES FALCON GENERAL TRANSPORTING ESTABLISHMENT" complaining about the below, The link below does not work, as when we click on it, we go to the web page, and the site has not been reached to complete the registration process

The company "BERMUDA INTERNATIONAL" complaining as they didn't receive any link for updating new passwords after registration approval. Receive a complaint from customer "Inspecta International Group" as below, Dear Sir, Greetings for the day. Thanks for prompt support. Please find below image, where I tried with new login credential and correct names in Arabic. But, Still getting an error message. Please help me, if you find any other mistake in registering. Error attached. The customer from "HARIS AL AFAQ LLC" complaining as they are unable to register the new entity. Dear ITC Customer Service, I would like to inform you that from today morning onwards, vehicles are not showing in our FieldMan Application, even though the vehicle status is "Pending for Installation". So we are unable to map the vehicle with the device and activate it. Receive a call from "FUTURE TRANSPORTING" complaining about not receiving NOC for the vehicle JL7BCE1J07K032078. The customer from "ROBT. STONE( ME) –LLC" is unable to access the IAVMEP URL from the email "avm.ep@itc.gov.ae", to modify the company domain company services. The customer from "Somicon Middle East FZC" requesting for a password reset. Receive an email from the company "Megachem Middle East FZE" on–behalf of "ASLAM SIKANDAR SIKANDAR TRANSPORT LLC" as "We are trying to open the link and received below error, even tried with other browser but still same error occur." Vehicle ID AD–8/94353 (CHS# WMAHW3ZZX9M540808) Thank you

FEDERAL ESTABLISHMENT GT The customer from "WAZIRISITANI AYAAN GENERAL TRANSPORT"

requesting NOC for the vehicle L7BCE1J85K014358. ????? ????? ?? ?? ??? ????? ????????? ?? ??????  
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The customer from "BIN HATTAB GENERAL TRANSPORTATION EST." Thanks Dear sir im trying to attach the document but its not uploading so kindly fix the error please thank you The customer from UNITED ARABIAN FOUNDATIONS LLC" requesting NOC for the vehicle "WMA5190048F001001".

Receive the below email from the company "SEKANDARABAD GENERAL TRANSPORT", Dear Mr. Aziz Sayed, Good Evening....requesting on behalf of the company "FAN AL QATTAN TRANSPORT" to unblock the user. The customer from "CARDIFF GENERAL TRANSPORT" complaining that why they should install the additional device for the existing one with the ADNOC IVMS system as FMSI suggested installing a new device. Yours Faithfully, Abdullatif Saeed "We have just installed GPS on 4 of our vehicle units and also received by mail the letter addressed to Civil defense to assist the renewal. Civil defense is now asking letter for the tanker trailer attached to the units in order to complete the renewal process. Kindly guide us and provide solution for this." The customer from "ARCHIRODON CONSTRUCTION ( OVERSEAS ) COMPANY LIMITED – ABU DHABI" unable to access the url link receive in email. Follow up on our device registration request. Why it is taking too long? The customer from "Z & A WASTE MANAGEMENT & GENERAL TRANSPORT L.L.C." Its showing " Chassis number already exists". and tried by manually also, same report. Please help us to complete the vehicle registration. Thank you. While attempting to go through installation process, we found below vehicles not showing in the "Field Man" App under company National Marine Dredging Company (NMDC). vehicle # 1 / 65129 Chassis # UAE3S0114A033292 The supplier needs the complete process after installing a device in the vehicles and devices certificate which are certified in IAVMEP. Kindly advise The customer from "ETIMAD ALALAMMIAH GENERAL TRANSPORTATION L.L.C" complaining that they have not received the link for username password after the registration approval. The customer from "BIN HATTAB GENERAL TRANSPORTATION EST." The customer from "TRAKKER MIDDLE EAST LLC Workshop" complaining about below, Kindly note that still " no item found" is showing and can't proceed further. Receive an below email from "TAJ VAND GENERAL TRANSPORT & CONTRACTING – SOLE PROPRIETORSHIP L.L.C." Dear Sir, You are kindly requested to delete this JL7BCE1J28K023853 vehicle fro the list asap, its enabling us to add the same with Vehicle ID. Mukika copy is attached for your reference. Dear Sir, WE Diesel Hydraulic General Transport, the last 15 Days we are facing a big problem related to register the new vehicles using Chassis No. The AD Civil defense not issue the certificate without getting NOC from ITC. So kindly advise us how to register this vehicles. HD21000254 In the Field man application, Customer from "CTRACK MIDDLE EAST AND AFRICA TECHNOLOGY – SOLE PROPRIETORSHIP L.L.C." is unable to view a list of vehicles for the company "AL ASAB GENERAL TRANSPORT & CONTRACTING L.L.C." unable to register an entity due to the error "Invalid company information, kindly check the info and try again". We tried to add this vehicle in the system with Chassis No but its showing error page you are kindly requested to add this in the system. Thank you Mr. Hari from "TOTAL SECURE L.L.C." once i enter the vehicle details in the registration page, the button the register the vehicle does not show up I am unable to add vehicle as it does not give me the option to register the vehicles once all the details are filled it. I only get the option to modify and the vehicle does

not show in registered vehicles list We are facing some issues in Field man application 2nd stage , we are not able to complete the process.Regards, New Vehicle Adding time showing service is down New Vehicle Adding Time Shoeing error Message (No Vehicles found Or Service Is down) Error upon registering our new device – TRACE 5 we had not registered any of the attached list vehicles in the platform .The GPS device was installed more than two days ago, even if we did not receive the certificate department to complete the Vehicle Renewal (53842) diesel tanker....Regards, Renjith I had installed GPS on my vehicles as per civil defense requirement on 11/2/2021.Regards, Dear Sir, We requesting you to kindly revise our NOC and add the trailer chassis number in that NOC.Please note that we have installed and activated devices as per the attached certificate but rejected by civil defence ..we need to renew our tankers in urgent basis as our business have been affected The user is blocked for the company AL HAMOOD GENERAL TRANSPORT ESTABLISHMENT.Application Showing (pending for validation) Still Showing Same Problem in 3 days How to clear this problem Dear Team, Kindly delete the vehicle JL7B6E1P4GK020625 as it is under pending for validation without the device and sim card details.Thank you Regards Admin Dear Sir, We are not able to access the current email, so please change our account registered email to Topninegentrans@gmail.com.Kindly delete the Vehicle Registration ABU DHABI FIRST CATEGORY 74986 from the system, since it belongs to the Parent Company (Previously) and now we have transferred to our Company.Dear Mr. Aziz Syed, Reference to our telephonic talk today, please note that this Device FMM130 – ID# 860640050257635 we uninstalled as per client request on 01/08/2021, but now its not showing in our device list.Since then I have been waiting for a NOC letter from ITC for the unit with trailers in order to complete the vehicles registration process.We are successfully registered as a Supplier and currently we are facing issue to add our WORKSHOP as registered workshop.The user requested to unblock the user and for the password reset.Hassan Kindly as discussed the vehicles are un-installed and delete from the system and waiting for (waiting for delete vehilces).please suport ASAP Customer requests to unblock the user.Munther Saleem Kindly approve the vehicle deletion, since we uninstall the previous device and we want to add the new device.Moreover, please note that we have uninstalled the device from ABU DHABI FIRST CATEGORY 74986.Company Name : SEKANDARABAD GENERAL TRANSPORT Trade License No CN-4002444 Username : CN-4002444 Please look into this matter and please do the needful asap.Regards, Renjith Dear Sir, We are waiting for a long time to get new NOC for Our Truck and the Tanker.Kindly provide solution and issue the NOC at the earliest so I can renew my vehicle registrations.Regards, Dear all, We have received only head certificate form ITC and Trailer number is not mention on the certificate.Please proceed our request with trailer number mention on the certificate with unit details ... Dear Sir, WE requesting you to delete Vehicle No: 88838 from the list.Regards, Dear Sir, We are facing a difficulty to register our vehicle through import vehicle.for your reference NOC and GPS certificate is also attached.User name: TAJVAND2021 Customer is complaining that he didn't receive the NOC until now .Kindly check the issue and resolve it ASAP as the customer is unable to complete the registration process.Kindly advise Dear Syed, Good afternoon, As attached kindly advise and support, Our technical team is not able to add any new installation on the (start installation) as attached pictures on the ITC application.requesting the below, Regarding our

company registration we did not receive a password link email till now.as, Please be informed that we didn't receive NOC for the following diesel tanker 63851.You are kindly requested to change our email address to sekanadarbad123@gmail.com, this is our official email address.I am unable to register one vehicle since the plate category is not showing.The vehicle has Eighteen category plate but there is no option for Eighteen category in the drop down meny I am unable to add vehicle.Regards TEAM TOTAL SECURE Dear ITC, our company registration is still under process.Dear Sir, We requesting you to kindly change the vehicle in NOC as per the Mulkiya.For your reference Shataf document and NOC is attached.Dear Sir, WE requesting you to kindly add the chassis number instead of number plate (AD 1-88838) in the NOC.Regards, Dear Sir, We are facing a difficulty to upload our new trade license, So please upload the trade license from your side.In which there are some fork lift, wheel loader, trailers etc.The customer was requesting to unblock his user.we are registering our workshop as per trade license but showing company already registered.Good day, Kindly note that List of client vehicles and Supplier Name is not showing in Field man app.As we install below device dated on 17-06-2021.but this unit was not reporting on your server.Good afternoon, As attached kindly advise and support, Our technical team is not able to add any new installation on the (start installation) as attached pictures on the ITC application.Dear Sir, Please delete below vehicles from our list its under our another company Royal Ready Mix & Precast.Thank you Dear Sir, When We are tried to add last deleted vehicle with Chassis Number but not able to complete the registration process.Please do the needful as our technician is onsite waiting.Thanks Unable to register vehicle.Your early reply will be highly appreciated.We are waiting for your valuable response, for your reference please find the attached documents.for your reference vehicle mulkiya is attached.After repeatedly following up there is still no progress and I am deeply disappointed and concerned with ITC customer service.For your reference old NOC is attached.This vehicle GPS already uninstalled.for your reference screenshot is attached.Kindly note that we have our own workshop in Musaffah 14.When we tried to register on our trade license its giving enclosed error.Regards Hassan Dear Support Team.There was meeting arranged and cancelled and told us to submit these now.for GLP devices.I created a new ticket since your system is not allowing me to add comments on my ticket.and unable to view Supplier names.Regards Hassan ??????Find here attach details for your reference.as below, Please Note that we facing some technical issue during the registration process .Please do the needful ASAP.Please remove ( NA) and mention GPS number.Dear Sir, Please delete this AD 1/75975 vehicle from our list and the same will add with chassis number.the screen shot is attached for your reference.so its our request to you accept it so we can add our vehicles.Dear sir,not updating my company please help..ITC ?????Kindly issue the new NOC today.Kindly advise us who had registered these.Please assist.please check and resolve issue.Please Remove under mention vehicle from ITC system.Good day, I received a document for Workshop approval today.Please need to speak someone to understand what is required at once rather then in patches.to re install again.do we have any pending there?so why ask which devices?Please resolve it on your priority.please send the same to complete the registration process.please advise how to resolve this matter .Screenshot is attached.Attached is the email.regarding NOC for the vehicle AD-2 96177.Screen shot is attached for your reference.Your early action will be highly appreciated.Kindly

accept it as soon as possible so we can follow the further necessary process.We are just waiting for approval.????????????????????Please help

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??kindly solve this issue as soon as possible.Thank You.thanks in advance for your support.I just want to know why on first phase it was not shared.Thank You.??

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???????????Dear support Team.Good day.Thank you. 1.Vehicle ID AD-7/58727 2.Thank you for your kind .support