WilTrak Customer Support Guide

Edition date: June 17, 2026

Audience: Customer support teams, company administrators, operations teams, compliance teams, and field supervisors.

Purpose: This guide explains what the WilTrak system does, how companies use it step by step, and how support teams should answer the most common customer questions. WilTrak now serves organizations across East Africa (Kenya, Uganda, Tanzania, Rwanda, Ethiopia, Burundi, and South Sudan).

1. What WilTrak Is

WilTrak is a packaging compliance and collection tracking system built for East African EPR (Extended Producer Responsibility) frameworks. It helps companies:

- Manage producers, products, collectors, batches, pickups, and compliance records.
- Track collection activity from the field through the mobile app.
- Monitor anomalies, readiness, and performance from the dashboard.
- Generate compliance reports and audit-ready exports for country-specific regulators.
- Manage plan usage, invoices, and budget alerts in local currency.
- Request WilTrak support services such as EPR compliance certificates, audits, and environmental assessment support.

Currency and financial values are shown in the organization's billing currency — KES for Kenya, UGX for Uganda, TZS for Tanzania, RWF for Rwanda, ETB for Ethiopia, or BIF for Burundi. The pricing page displays amounts in USD by default with an auto-detecting currency picker that switches to the visitor's local currency. Analytics and billing screens match the organization's registered currency.

2. Main Parts of the System

Dashboard

The web dashboard is the main control center for company and admin users. It includes:

- Operator Home: shows what needs attention today, recent pickups, readiness, anomaly workload, and compliance snapshot.
- Producers: create and manage producer records.
- Products: create and manage product and packaging SKU records.
- Collectors: create and manage collector or customer records.
- Batches: create batches, assign products, and work with batch IDs and barcode-linked records.
- Pickups: review recorded field collections.
- Anomalies: review flagged pickups, inspect evidence, and manage resolution.
- Analytics: view inventory distribution, pickup trends, anomaly burden, top collectors, completeness, and revenue trends in local currency.
- Compliance: generate summary CSVs, audit CSVs, materials CSVs, producers CSVs, and audit PDFs. The compliance page shows the organization's registered regulator (NEMA/KEPRO for Kenya, NEMA

Uganda, NEMC for Tanzania, REMA for Rwanda, EPA Ethiopia, OBPE for Burundi).

- Billing: manage plans, usage, invoices, and budget thresholds.
- Imports: bulk import producer, product, collector, and batch data from CSV.
- Admin: approve users, manage roles and permissions, switch workspace mode, set organization country, and review audit activity and service health.

Mobile App

The mobile app supports field operations and light admin access. It includes:

- Login, signup, email verification, password reset, and profile management.
- Record Materials: enter or scan a batch code, select a collector, enter weight, take a photo, capture location, and submit a pickup.
- QR and barcode scanning for batch lookup.
- Batch list for selecting an existing batch and starting a collection quickly.
- History for synced pickups and queued offline pickups.
- Offline queue support when the device has no network.
- Customer registration for adding collectors or customer records from the field.
- Admin dashboard for quick analytics, dispatch log, agent assignment, compliance summary, revenue impact, and agent performance.

Support Services

From the dashboard, users can request WilTrak services such as:

- EPR Compliance Certificate
- Environmental audit
- Environmental and Social Impact Assessment (`ESIA`) CSR
- ESIA Study Report
- ESIA Summary Project Report (SPR)
- Plastic certification

Some services are self-service from the dashboard, while others require a physical visit or follow-up from WilTrak support. Physical ground visits are currently available in Kenya only. Remote support and certificate assistance is available for all EAC markets.

3. Key Terms Support Teams Should Know

- Producer: the company or business responsible for the packaging or product line.
- Product: the specific item or packaging SKU linked to compliance tracking.
- Batch: a traceable production or inventory batch that can be linked to barcodes and pickups.
- Collector: the field person, customer, or collection agent recording or receiving material.
- Pickup: a field collection record that includes batch, weight, photo, and optional GPS location.
- Anomaly: a pickup that has been flagged for manual review because something looks unusual.
- Workspace mode: the organization can be in `Live` mode or `Demo` mode.

- Pending access: a user has registered, but an admin has not yet approved dashboard access.
- Entitlement: a plan-based feature permission, such as audit logs or anomaly tooling.
- Country code: the ISO two-letter country code set during registration (KE, UG, TZ, RW, ET, BI, SS). This determines local currency, VAT rate, and the regulatory body shown in compliance.
- Regulator: the national body that governs EPR compliance for the organization's registered country.
- VAT: value-added tax applied at the local statutory rate. Kenya is 16%, Uganda/Tanzania/Rwanda/Burundi is 18%, and Ethiopia is 15%. South Sudan has no established VAT rate.

4. Country, Currency, and Regulator Reference

- Kenya (KE): currency KES, VAT 16%, regulator NEMA / KEPRO, framework Kenya Sustainable Waste Management Act 2022.
- Uganda (UG): currency UGX, VAT 18%, regulator NEMA Uganda, framework Uganda National Environment Act.
- Tanzania (TZ): currency TZS, VAT 18%, regulator NEMC, framework Tanzania Environmental Management Act.
- Rwanda (RW): currency RWF, VAT 18%, regulator REMA, framework Rwanda EPR Regulations.
- Ethiopia (ET): currency ETB, VAT 15%, regulator EPA Ethiopia, framework Ethiopia Environmental Pollution Control Proclamation.
- Burundi (BI): currency BIF, VAT 18%, regulator OBPE, framework Burundi Environmental Management Framework.
- South Sudan (SS): currency USD (no local FX market), regulator Ministry of Environment, no established VAT.

5. Who Uses WilTrak

1. Company Admins

They manage users, permissions, workspace mode, country, billing, imports, and approvals.

2. Operations and Compliance Teams

They manage producers, products, batches, pickups, anomaly review, analytics, and compliance exports.

3. Field Collectors and Agents

They use the mobile app to record collection activity, scan batch codes, capture photos, and submit pickups.

4. Finance or Procurement Teams

They review plan usage, latest invoices, budget ceilings, VAT summaries, and subscription status.

5. Customer Support Teams

They answer how-to questions, explain system behavior, collect issue details, and route technical or policy escalations to the right team.

6. End-to-End Company Setup

Step 1. Create the company account

The first user registers with:

- Full name
- Username
- Work email
- Organization name
- Country (optional during signup; can be updated later by an admin in the Admin settings)
- Password

Support answer:

Tell the customer to use a work email and the correct organization name. The country field should match where the organization operates for EPR purposes. It controls local currency, VAT rate, and the regulator shown in compliance reports. If the customer selected the wrong country at signup, an admin can correct it from `Admin` by editing the organization settings.

Step 2. Verify email

The user enters the email verification code sent by the system.

Support answer:

If the user says they cannot sign in yet, first confirm whether the email was verified. If not, ask them to open the verification screen and submit the email plus code, or use resend verification if available.

Step 3. Wait for or perform admin approval

If a user sees `Pending Access`, it means registration worked but dashboard access is still waiting for admin approval.

Support answer:

An existing admin must open `Admin` and approve the access request, set the user role, and enable dashboard access.

Step 4. Confirm workspace mode and country

Admins can:

- Switch the organization between `Live` workspace (real operational data) and `Demo` workspace (training and sample activity).
- Confirm or update the registered country to ensure compliance reports reference the correct regulator and billing uses the correct currency and VAT rate.

Support answer:

If the customer says their reports show the wrong currency or regulator name, ask them to confirm the organization country in `Admin`. If it is blank or incorrect, they can update it and the compliance page will reflect the correct regulator immediately.

Step 5. Load master data

Before field activity starts, the company should load:

- Producers
- Products
- Collectors or customers

- Batches

This can be done manually or via CSV bulk import.

Support answer:

If the company is onboarding a large dataset, recommend the `Imports` page so they can preview validation issues before writing records to the database.

7. Daily Company Workflow

A. Set Up Master Data in the Dashboard

Producers

1. Open `Producers`.
2. Add the producer details.
3. Save the record.
4. Edit later if company details change.

Products

1. Open `Products`.
2. Add the product or packaging SKU.
3. Link it to the correct producer.
4. Save the record.

Collectors or Customers

1. Open `Collectors` in the dashboard or `Customers` in the mobile app.
2. Add the person or entity name.
3. Add phone details where available. Phone numbers can be in any EAC format (+254 Kenya, +256 Uganda, +255 Tanzania, +250 Rwanda, +251 Ethiopia, +257 Burundi, +211 South Sudan).
4. Save the record.

Batches

1. Open `Batches`.
2. Create a new batch linked to a product.
3. Save the batch and note the batch ID or code.
4. Use the related barcode or batch code in field collection flows.

Bulk Import Option

1. Open `Imports`.
2. Choose the correct CSV type: producer, product, collector, or batch.
3. Upload the file.
4. Review row-by-row validation.
5. Fix any invalid rows.
6. Complete the import.

Support answer:

If the customer reports import issues, ask which file type they used and whether the preview highlighted duplicate IDs, missing references, or malformed values.

B. Record Collections in the Mobile App

Standard field collection flow

1. Sign in to the mobile app.
2. Open `Record Materials` or tap `Start new collection`.
3. Enter a batch ID, batch code, or use the scan flow.
4. Search for and select the collector or customer if needed.
5. Enter the collection weight.
6. Choose the material type if prompted.
7. Take a photo.
8. Optionally capture GPS location.
9. Submit the pickup.

Scan flow

1. Open `Scan batch QR / barcode`.
2. Tap `Scan` now or enter the batch code manually.
3. The app returns to `Record Materials` with the code filled in.
4. Finish the rest of the pickup details and submit.

Batch list shortcut

1. Open `Batches` in the mobile app.
2. Tap an existing batch.
3. The app opens `Record Materials` with the batch prefilled.

Support answers:

- If submission fails because the batch is not recognized, confirm the batch exists in the system.
- If submission fails because fields are missing, remind the user that batch, weight, and photo are required.
- If the collector cannot scan, they can enter the batch code manually.

C. Offline Operation and Sync

WilTrak mobile supports offline queueing.

If the device is offline:

- the pickup is saved locally
- the user sees a queued or offline confirmation
- the record appears in `History` under pending sync
- the user can retry sync later

Support answer:

If a user says `my pickup disappeared`, ask them to open `History` and check the `Pending sync` section first. Queued items can be retried or edited from there.

D. Review and Correct Data

Pickups ledger

Operations teams can use dashboard pickup views to review collected records.

Anomaly review

1. Open `Anomalies`.
2. Filter the queue if needed.
3. Select a flagged pickup.
4. Review the evidence, batch, timestamps, and supporting details.
5. Assign an owner or record a decision.
6. Mark false positives or continue follow-up as needed.

Support answer:

If a user asks why a pickup is flagged, explain that anomalous records are routed for manual review when the system sees something that may need verification. The dashboard is the place to review and resolve those items.

E. Monitor Daily Performance

Dashboard home

The `Operator home` screen shows:

- pickups collected in the last 24 hours
- pending anomaly reviews
- compliance risk
- pending approvals
- recent pickups
- readiness and throughput

Analytics

The `Analytics` page can show:

- inventory distribution
- pickup mass trend
- anomaly burden
- revenue trend in local currency
- revenue by material in local currency
- data completeness
- top collectors

Mobile admin dashboard

Admin users in the mobile app can view:

- total weight
- anomalies
- pickups
- batches
- producers
- collectors
- recent weight trend
- dispatch log
- assign agent
- compliance summary
- revenue impact
- agent performance

Support answer:

If a customer asks `where do I see performance?`, send them to `Analytics` on the dashboard or `Admin dashboard` in the mobile app if they are an admin user.

F. Run Compliance and Audit Exports

1. Open `Compliance`.
2. Check the regulator banner at the top of the page. It shows the national regulatory body for the organization's registered country (for example, `NEMA / KEPRO` for Kenya or `NEMC` for Tanzania).
3. Choose the reporting period: Monthly, Quarterly, or Custom range.
4. Generate the needed export: Summary CSV, Audit CSV, Materials CSV, Producers CSV, or Audit PDF.

The compliance area also shows:

- pickups in the reporting window
- total weight
- pending anomaly reviews
- estimated value in local currency
- material totals
- producer totals
- recent audit evidence lines

Support answer:

If a company needs regulator-ready output, direct them to the `Compliance` page first. If the wrong regulator name appears, ask the admin to confirm the organization country in `Admin` settings.

G. Request WilTrak Support Services

1. Open `Compliance`.
2. Go to `WilTrak assessment and certificates`.

3. Choose the service type.
4. Enter project, location, materials, phone, and notes.
5. Submit the request.

What happens next:

- the request is emailed to WilTrak support
- the requesting customer may also receive a confirmation email
- the request is logged in the audit trail

Important: services that require a physical or ground visit are currently available in Kenya only. For Uganda, Tanzania, Rwanda, Ethiopia, Burundi, and South Sudan, WilTrak provides remote support and certificate assistance. If a customer outside Kenya selects a ground-visit service, a notice will appear on screen explaining the current availability.

Support answer:

If the customer asks whether WilTrak received the request, check whether the user saw the confirmation message and whether they received the confirmation email. If needed, support can also verify the request from audit activity.

H. Manage Billing and Invoices

1. Open `Billing`.
2. Review plan, term, and status.
3. Review collector and pickup usage.
4. Set a monthly budget ceiling in local currency.
5. Set an alert threshold percentage.
6. Save billing settings.
7. Choose or change plan if needed.
8. At checkout, the system routes the payment to the correct provider: Paystack for Kenya (KES) and Rwanda (RWF), and DPO Pay for Uganda (UGX), Tanzania (TZS), Ethiopia (ETB), and Burundi (BIF).
9. The checkout screen will show the applicable VAT rate and VAT amount for the organization's country.
10. Download the latest invoice PDF when available.

Support answer:

If a customer says the workspace is locked, confirm whether the subscription is inactive or usage access is locked in the billing section. If a customer asks why their invoice shows a VAT line, explain that WilTrak applies the statutory VAT rate for their registered country.

I. Pricing Page and Currency Display

The WilTrak website pricing page shows plan prices in USD by default. The page auto-detects the visitor's country and switches to the local currency automatically. Visitors can also manually select a currency from the picker at the top of the pricing section.

The displayed prices are indicative. Actual billing at checkout happens in the organization's registered local currency at the exchange rate applied by the payment provider at the time of purchase.

Support answer:

If a visitor asks why prices appear in a currency that does not match what they expected, they can use the currency picker to select their preferred display currency. If a new customer asks about the price in their currency, refer them to the pricing page currency picker.

8. Quick Answers for Support Teams

Account and access

Q: Why is the user seeing `Pending Access`?

A: Registration succeeded, but an admin has not yet approved dashboard access. Ask an admin to open `Admin`, review `Pending access requests`, and approve the user.

Q: Why can the user sign up but not enter the dashboard?

A: Common reasons are unverified email, pending approval, or missing permissions.

Q: Why can one user see Admin and another cannot?

A: Admin access depends on the user role and assigned permissions.

Q: What is the difference between `Live` and `Demo`?

A: `Live` is for real operational data and reporting. `Demo` is for training, samples, and safe testing.

Q: Can the organization change its registered country after signup?

A: Yes. An admin can update the organization country from `Admin` settings. Changing the country updates the currency, VAT rate, and regulator shown in compliance immediately.

Mobile collection

Q: What is required to submit a pickup?

A: A valid batch ID or batch code, a weight, and a photo.

Q: Can the collector work without internet?

A: Yes. The mobile app can queue submissions offline and sync them later.

Q: Where do queued offline pickups appear?

A: In `History`, under the pending sync area.

Q: What if the batch code does not work?

A: Confirm that the batch exists in the system and that the code entered matches the stored batch code or numeric batch ID.

Q: Why is the app asking for camera or location permissions?

A: Camera is needed for photo capture and QR or barcode flows. Location is optional but useful for pickup verification and traceability.

Q: Which phone number formats does the mobile app accept?

A: The app accepts all EAC country codes: +254 Kenya, +256 Uganda, +255 Tanzania, +250 Rwanda, +251 Ethiopia, +257 Burundi, and +211 South Sudan.

Reporting and compliance

Q: Where do we generate compliance files?

A: In `Compliance` on the dashboard.

Q: What export formats are available?

A: Summary CSV, audit CSV, materials CSV, producers CSV, and audit PDF.

Q: What currency are revenue values shown in?

A: Revenue and money values are shown in the organization's registered billing currency. Kenya organizations see KES, Uganda sees UGX, Tanzania sees TZS, Rwanda sees RWF, Ethiopia sees ETB, and Burundi sees BIF.

Q: Can the customer request WilTrak certificates or audits from inside the system?

A: Yes. The request form is in the `Compliance` area under `WilTrak assessment and certificates`.

Q: Are ground visits available in all EAC countries?

A: Not yet. Physical ground visits currently operate in Kenya only. Remote support and certificate assistance is available for all EAC markets.

Q: Why does the compliance page show a different regulator name than expected?

A: The regulator shown is based on the organization's registered country. Ask the admin to confirm and update the country in `Admin` settings if it is incorrect.

Billing and payments

Q: Where can the customer change the plan?

A: In `Billing`, under the plan selection and checkout area.

Q: Where is the invoice PDF?

A: In `Billing`, if a latest invoice is available.

Q: What can the customer limit in billing?

A: They can set a monthly budget ceiling in their local currency and an alert threshold percentage.

Q: Which payment provider handles their checkout?

A: Paystack handles Kenya (KES) and Rwanda (RWF). DPO Pay handles Uganda (UGX), Tanzania (TZS), Ethiopia (ETB), and Burundi (BIF). The system selects the correct provider automatically based on the billing currency.

Q: Why does the checkout screen show a VAT line?

A: WilTrak applies the statutory VAT rate for the organization's registered country. Kenya is 16%, Uganda/Tanzania/Rwanda/Burundi is 18%, and Ethiopia is 15%. South Sudan has no VAT. The VAT amount is shown for transparency and recorded on the invoice.

Q: Why do the website prices look different from the dashboard?

A: The website shows indicative USD prices by default, converted from the base KES price list using an approximate exchange rate. The dashboard billing screen shows the exact amount in local currency that will be charged at checkout.

Technical behavior

Q: Why does the dashboard sometimes say it could not connect to WilTrak?

A: This usually means the backend did not answer in time, the service may still be waking up, or the browser blocked a transient response. Ask the user to retry after a few seconds, then collect exact time, screen, and user details if it continues.

Q: Why is a pickup marked anomalous?

A: The system flagged it for manual review. The dashboard anomaly queue is the place to inspect the record, review evidence, and decide whether it is valid or needs follow-up.

Q: Why is a page empty?

A: In many cases, the workspace simply has no data yet for that section. For example, no pickups means no material totals, no anomaly queue, and no compliance evidence lines.

9. What Support Should Collect Before Escalating

When a case needs technical follow-up, support should collect:

- organization name and account ID
- organization country (KE, UG, TZ, RW, ET, BI, SS, or unknown)
- user full name and email
- user role
- whether the issue is on dashboard or mobile
- exact screen name
- exact steps taken before the issue
- date and time of the issue
- screenshot or screen recording
- batch ID, pickup ID, invoice ID, or user ID if relevant
- whether the problem happens every time or only sometimes
- whether the user was online or offline
- for billing issues: plan, term, currency, and payment provider

10. Best-Practice Support Responses

- Start by identifying whether the issue is account access, data setup, field collection, compliance, billing, or technical connectivity.
- Use the exact screen names customers see in the product.
- Confirm whether the customer is in `Live` or `Demo` mode before analyzing data discrepancies.
- For field issues, always ask whether the mobile app was offline at the time.
- For reporting issues, confirm the selected reporting period and the organization's registered country before troubleshooting totals or regulator names.
- For billing questions, confirm whether the customer wants plan change help, invoice help, VAT clarification, or workspace unlock help.
- For ground-visit service requests from outside Kenya, let the customer know that WilTrak can assist remotely and that in-person visits are Kenya-only at this stage.

11. Short Support Summary

WilTrak supports the full chain from company setup to field collection, anomaly review, compliance reporting, and billing control across East Africa. Organizations register with a country code that sets their local currency, statutory VAT rate, and regulatory framework automatically. Most customer questions can be answered by first identifying the user role, the screen involved, and whether the issue is access, setup, collection, reporting, billing, or country-configuration related.