

This document collects Frequently Asked Questions, or FAQs, for Tracy smartphone users. If you have any question about operation, please see this FAQs and manuals.

Each user has a role and different role has different functions. Roles are as follows:

Roles	Description
Smallholder	Smallholders cultivate Natural Rubbers (NRs).
Collector	Collectors collect Natural Rubbers (NRs) from farmers.
Dealer	Dealers procure NRs from collectors and deliver them to Factory.
All	Smallholder, Collector and Dealer

No.	Category	Who	Question	Answer
1	Settings	all	What is Tracy?	Tracy is the traceability system of NR raw material to prove the raw material doesn't come from the protected area. If it is proved to be traceable, people will receive incentives.
2	Settings	all	What is incentive?	Please ask your Dealer or Factory.
3	Settings	all	Who uses Tracy?	Tracy is used by Collectors and Dealers. Collectors collect NR. Dealers deliver NR to Factory.
4	Settings	all	When do you use Tracy?	Tracy is used when Dealer procures NRs from Collectors at Collecting Points. Collecting Point is a place where Collector receive NR from farmers and save them.
5	Settings	collector	I have received a smatphone. What should I do next?	Ask your Dealer to register you. You will receive SMS several days later then you follow the SMS. If you do not get SMS, see manual and contact.
6	Settings	Dealer	I have received a smatphone. What should I do next?	Please ask your manager to register you. You will receive SMS several days later then you follow the SMS. If you do not get SMS, see manual and contact.
7	Settings	All	I want see a manual. How can I find the manual.	Please access: http://welcome.tracy-nr.com/
8	Settings	All	Can I see FAQ?	Please access: http://welcome.tracy-nr.com/
9	Registration	All	My name or other information in Tracy is wrong.	Use "User Personal Information Update"screen to correct your personal information.
10	Registration	Dealer	I mistakenly registerd Collector's information such as name or phone number. What should I do?	See the manual and contact. And check the information several days later.
11	Registration	collector	I asked Dealer for my registration several days ago, but I have not received SMS yet.	Please ask Dealer again. If Dealer have already applied, please see manual and contact.
12	Registration	Dealer	Our manager have applied for my registration several days ago, but I have not received SMS yet.	Please ask your manager again. If the manager have already applied, please see manual and contact.
13	Registration	collector	I do not have a bank account. What should I do?	You can open an account at Jenius. You can go to the Jenius account opening website from the personal information registration screen in the application. For more information on how to create a bank account, please consult with a Dealer.
14	Registration	Dealer	Collector asked me how to make a bank account. What should I do?	Please ask Factory.
15	Settings	All	How can I download application? I have not received SMS.	If you did not ask Dealer, ask Dealer to register. If you asked Dealer to regiser, ask Dealer to check. If you do not have mobile, ask Dealer.
16	Settings	All	How can I download Tracy application? I have received SMS.	Pre-set mobile and download the application. Read manual for detail. Access: " http://welcome.tracy-nr.com/ " to get manual.
17	Settings	All	I have downloaded the application. What should I do next?	First you change your password. Then you input other information. See manual for detail.
18	Settings	All	I received SMS, read manual, downloaded application and installed it. But I do not see Tracy ICON.	Please swipe the screen. If it does not work, download the application again.
19	Settings	All	A message "Unknown Sources" shows up in mobile.	Pre-set your mobile. See manual for detail.
20	Login	All	I forgot my password.	Start Tracy application and tap "Reset password".
21	Login	All	Login fails.	If you forgot password, tap "Reset password". If you forget UserID, see SMS. If you erased SMS, see manual and contact.
22	Login	All	I have registered but application does not work.	Restart the mobile. If not work, download the application again.
23	Smartphone	All	Mobile is out-of-order (SIM is OK). What should I do?	①Procure a new smartphone. ②Refer to No.16 to download the Trcay application. ③Login with your user ID. ④Change to the phone number of your new smartphone with reference to No.46.

24	Smartphone	All	Mobile is out-of-order (SIM is broken). What should I do?	①Procure a new smartphone. ②Refer to No.16 to download the Trcay application. ③Login with your user ID. ④Change to the phone number of your new smartphone with reference to No.46.
25	Smartphone	All	I lost my mobile. What should I do?	①Procure a new smartphone. ②Refer to No.16 to download the Trcay application. ③Login with your user ID. ④Change to the phone number of your new smartphone with reference to No.46.
26	Smartphone	All	I like to use another mobile. SIM is the same. OK?	Please use the mobile you received for Tracy.
27	Smartphone	All	I like to use another mobile. SIM is different. OK?	Please use the mobile you received for Tracy.
28	Smartphone	All	Mobile's battery is out.	Recharge and operate again.
29	Smartphone	All	My friend likes to use Tracy. He wants mobile.	Ask Dealer.
30	Traceability	Dealer	I can not input weight of NR.	Restart the mobile and operate again.
31	Traceability	Dealer	My truck number is not in the list.	Please input your truck number instead of using the list
32	Traceability	Dealer	I can not input truck number.	Restart the mobile and operate again.
33	Traceability	All	QR is not displayed.	Restart the mobile and operate again.
34	Traceability	All	I can not read QR.	Please clean the lenz, restart the mobile and operate again. If it does not work, please restart again.
35	Traceability	Dealer	I visited several CPs but some data are missing. I am in Factory now.	Maybe you worked in offline mode. Please bring the mobile to a place of strong signal and restart the application.
36	Traceability	All	I scanned data by QR. How can I confirm?	Please check with QR confirmation screen.
37	Traceability	All	Is my delivery 'traceable'? How can I know?	Smartphone application does not show "traceability" results.
38	Traceability	Dealer	My delivery was not traceable. Why?	Please ask Factory.
39	Traceability	All	The signal is week. May I use offline mode?	You may use offline mode. But Dealer should restart application where signal is strong before arriving at Factory.
40	Incentives	all	How much is today's incentive?	Mobile does not give answer. Collector should ask Dealer and Dealer should ask Factory.
41	Incentives	all	May we have any incentive for the past delivery?	Mobile does not give answer. Collector should ask Dealer and Dealer should ask Factory.
42	Incentives	all	When will we receive incentive for today's delivery?	Mobile does not give answer. Collector should ask Dealer and Dealer should ask Factory.
43	Incentives	all	We made delivery several days ago. But no incentive yet.	Mobile does not give answer. Collector should ask Dealer and Dealer should ask Factory.
44	Incentives	all	We did not have any incentive. Why?	Mobile does not give answer. Collector should ask Dealer and Dealer should ask Factory.
45	Traceability	Dealer	We input all traceability data in Collecting Point. Do we need to input any more in mobile?	Yes, you need to type in Storage no. before you arrive at Factory.
46	Registration	collector	I would like to correct my personal information, how can I do that?	Use "User Personal Information Update"screen to correct your personal information.
47	Settings	Smallholder	I have received a smatphone. What should I do next?	Ask your Collector to register you. You will receive SMS several days later then you follow the SMS. If you do not get SMS, see manual and contact.
48	Registration	Smallholder	I asked Collector for my registration several days ago, but I have not received SMS yet.	Please ask Collector again. If Collector have already applied, please see manual and contact.
49	Registration	Smallholder	I do not have a bank account. What should I do?	You can open an account at Jenius. You can go to the Jenius account opening website from the personal information registration screen in the application. For more information on how to create a bank account, please consult with a Collector.
50	Login	All	I forgot my password, lost my smartphone or changed my smartphone. How can I receive a temporary password with a new phone number?	① Can you give me a new phone number? ② Reset the password and contact the call center after resetting the password. (The call center will request the user to do so.) (After the user resets the password and contacts the call center, the Call center informs CTC that the user has reset his/her password.The call center gives CTC a new phone number.) ③ An SMS with the reset password is resent to the new phone number. (CTC resends it, and then contacts the call center.) ④ Let us confirm that you have received the SMS. (The call center will contact CTC to confirm receipt of the SMS.) ⑤ please log in and change to the new phone number.