



Help Center

ATFF HELP CENTER

The ATFF Help Center provides support for SMEs, buyers, logistics providers, finance partners, government users, and other stakeholders using the Africa Trading Free Flow Portal.

Whether you are registering for the first time, listing products, responding to buyer inquiries, uploading trade documents, checking Rules of Origin, requesting logistics support, or accessing your dashboard, the Help Center is designed to guide you through every stage of the ATFF trade journey.

WHAT THE HELP CENTER SUPPORTS

The Help Center provides assistance on:

- Account registration and login;
- User role selection;
- Business profile creation;
- SME verification;
- Product and service listing;
- Buyer inquiries and rfqs;
- Trade documentation upload;
- Rules of origin support;
- Certificate of origin application support;
- Logistics request and tracking;
- Finance application workflow;
- Dashboard navigation;
- Notifications and messages;
- Technical issues;
- Account updates;
- Dispute or clarification requests.

SUPPORT FOR DIFFERENT USER TYPES

SMEs and Exporters

Support is available for registration, verification, product listing, export readiness, Rules of Origin, trade documentation, buyer engagement, logistics requests, and trade finance applications.

Buyers and Importers

Support is available for supplier search, RFQ submission, product inquiry, order initiation, messaging, document requests, and delivery tracking.

Logistics Providers

Support is available for service registration, route listing, quote submission, shipment tracking, and proof of delivery uploads.

Finance Partners

Support is available for finance product setup, SME application review, document access, approval workflow, and portfolio tracking.

Government and National Node Users

Support is available for SME verification, document review, product origin review, dashboard analytics, reporting, and institutional workflow management.

HOW TO GET HELP

Users can get support through:

- Help Center articles;
- Step-by-step user guides;
- Dashboard prompts;
- Support ticket submission;
- Email support;
- In-app messages;
- Training resources;
- Faqs;
- Webinar and onboarding sessions.

SUPPORT TICKET PROCESS

If you need direct support:

1. Log in to your ATFF account.
2. Go to Help Center.
3. Select the issue category.
4. Describe the issue clearly.
5. Upload screenshots or documents where necessary.
6. Submit the support ticket.
7. Track response status from your dashboard.

RESPONSE CATEGORIES

Support tickets may be classified as:

- Account Support
- Verification Support
- Product Listing Support
- Trade Documentation Support
- Rules of Origin Support
- Buyer/Seller Support
- Logistics Support
- Finance Support
- Technical Support
- Government Dashboard Support

Need help using ATFF?

Visit the Help Center from your dashboard or contact ATFF Support.