

**LOYAL TECHNOLOGY AND
GOVERNMENT SERVICES PLC**

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Executive Management Department

Our Ref: LTGS/EMD/NTC0000092026

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**ITANGAZO RY' AMABWIRIZA MASHYA Y' IMIKORERE N' IMITANGIRE
YA SERIVISI KU RUBUGA SMARTBIZ**

Muraho neza Agenti,

Ubuyobozi bw' ikigo LTGS PLC buramenyesha aba agenti bayo bose ibi bikubiye mu mabwiriza mashya ndetse n' ingamba nshya mu mitangire ya serivisi zitangirwa ku rubuga SmartBiz;

- 🏠 Hashingiwe ku bibazo byagiye bigaragara ndetse n' ubusabe butandukanye bwatanzwe n' aba agenti kubirebana n' imitangire ya serivisi zimwe nazimwe zisabirwa kurubuga SmartBiz, turabamenyesha ko hatangiye gushyirwaho uburyo bwikora **(Automation)** mu gusaba serivisi aho zimwe zizajye zemezwa na sisiteme, kuzindi serivisi zisaba kwemeza n' ababishinzwe sisiteme izajya igusaba ibisabwa byose mbere yuko dosiye yoherezwa.
- 🏠 Serivisi zimwe nazimwe zitangwa n' ibigo by' Abikorera ndetse n' Imiryango itegamiye kuri leta ifite serivisi muri SmartBiz ziratangira gufungurwa kuri bamwe mu ba agenti bemewe kandi bafite konti zitagaragaye mu makosa cyangwa ibindi byabuza gutanga izo serivisi.
- 🏠 Igikorwa cyo kwandika aba agenti bashya cyahagaritswe, kugeza mu kwezi kwa Werurwe 2026, kwandika aba agenti bizajya bikorwa buri gihembwe mu cyumweru cyanyuma. Ibisabwa mu kwiwandikisha nabyo byahindutse (Bisangwa munyandiko yihariye igenga aba agentu bacu)
- 🏠 Guhera mu mpera z' uku kwezi kwa Mutarama 2026 kugeza hagati mu kwezi kwa Gashyantare 2026 hateganijwe amahugurwa ndetse n' Amahuriro y' Ibanze y' aba agentu bose, hazatangwa **Amahugurwa, Certificate, Ibirango ndetse n' Amakarita.**
- 🏠 Umu agentu wese wa LTGS Plc asabwe kuba yanditse muri sisiteme kandi afite umwirondoro wuzuye kandi afite konti muri izi sisiteme zombi **(SmartBiz System, E-Correspondence, ImboniEzzy Banking, Iwacu Agency System).**

-  Izindi gahunda zerekeye imyitwarire n' imicungire yaba agenti, bisangwa mu nyandiko yihariye igenga LTGS Agents Team Network iboneka kuri
[https://lfsg.co.rw/rootbiz.lfsg.co.rw/public_publication/articles/LTGS OFFICIAL ORDER FOR GOVERNING LTGS AGENTS TEAM NETWORK.pdf](https://lfsg.co.rw/rootbiz.lfsg.co.rw/public_publication/articles/LTGS_OFFICIAL_ORDER_FOR_GOVERNING_LTGS_AGENTS_TEAM_NETWORK.pdf)
-  Kubifuza kumenya indi mikorere idasanzwe nuko serivisi zitangwa binyuze mu muyoboro waba agenti bacu, Yareba muri iyi nyandiko:
[https://lfsg.co.rw/rootbiz.lfsg.co.rw/public_publication/branchures/LTGS AGENT HAND BOOK KIN.pdf](https://lfsg.co.rw/rootbiz.lfsg.co.rw/public_publication/branchures/LTGS_AGENT_HAND_BOOK_KIN.pdf)
-  Ubufasha bujyanye n' Imikorere y' aba agenti butangwa n' Umwanditsi w' Intumwa mu karere cyangwa mu ntara (mu karere ukoreramo).
-  Ibibazo n' Ubufasha bwerekeye dosiye zisabirwa muri SmartBiz bikurikiranwa hakoreshejwe eSupport iboneka muri sisiteme SmartBiz.
-  Ubufasha butangwa n' Ubuyobozi Bukuru butangwa binyuze muri E-Correspondence System, aho wohereza ibaruwa isaba ubufasha, yoherezwa mw' ishami ribifite mu nshingano.
-  Ubundi bufasha bwo guhamagara no kwandika kuri Whatsapp hifashishwa izi nimero zikurikira
(+250) 786 384 528 / 787 046 840 / 798 987 831 / 795 770 549

Turabamenyesha ko imigereka isobanura aya mabwiriza mu buryo burambuye isangwa kurubuga rwacu cyangwa ugahamagara kugirango uhabwe ibisobanuro www.lfsg.co.rw/e-documents-board/

Murakoze!

Bikorewe i Nyagatare kuwa 12 Mutarama 2026

Mr. KWIZERA Enoki
Umuyobozi Mukuru