



CALL CENTRE PROCESS FLOW

1. The Transport Officer calls the Standard Bank Call Centre (0860 106 249), and chooses the Government option (Option 2), followed by the Pre-Authorisation option, (Option 2 again).
2. If the official is requesting pre-authorisations for 3 and more vehicles, there is an option of faxing in the pre-authorisation requests to 011 790 5197 or emailing it to stbpreauthorisations@za.innovation-group.com and the call centre then responds with the pre-authorisation numbers accordingly.
3. The call centre will require the vehicle registration number to verify the make, model and age of the vehicle, including the latest odometer reading.
4. To mitigate any risks to Government, the call centre validates the official calling in by requesting the name and Identity Number of the official, and record this number on the system. Please note that this number will not be divulged to merchants. Should an official be unwilling to provide the Call Centre with his Identity Number, his Persal Number can be used as a substitute.
5. After determining the needs of the vehicle and performing the appropriate history and warranty checks, the call centre identifies a merchant to repair the vehicle. This will apply to the Provinces and Departments who have not specifically requested to do their own work distribution.
6. A Pre-Authorisation Number is provided to the official, followed by an email confirmation. The official can thereafter go ahead and book the vehicle in at the merchant.
7. The merchant calls into the Call Centre (0860 106 249) and choose the Government option (Option 2), followed by the Authorisations option, (Option 3).
8. Should there be a need for a quotation to be provided to the Call Centre, it can be faxed to 011 790 5115 or emailed to fleet@za.innovation-group.com
9. For repairs under R3000.00 unless specified otherwise, the Call Centre provides authorisation to the merchant to undertake the repairs.
10. For repairs over R3000.00 unless specified otherwise, the Call Centre contacts the Government Official listed in the Mandate and request clearance to go ahead with the repair. This clearance can be provided in the form of the signed/stamped/accepted quote or clearance request letter returned by fax to 011 790 5128 or emailed to stbapprovals@za.innovation-group.com
11. All repairs over R3000.00, excluding services and tyre replacements, are inspected by the Technical Inspectors appointed by Transit Solutions.
12. In the event of a breakdown or accident, the government official should contact the Call Centre (0860 106 249) and choose the Government option (Option 2), followed by the Roadside Assistance option (Option 4). The AA facilitates the towing of the vehicle to the nearest Government Garage, Government Department or specified merchant until a decision is made on the repairs to the vehicle.
13. The Technical Inspector requests a minimum of 3 quotations to repair the vehicle and select the best quote in conjunction with input from the mandated Government official. Where there are specific instructions in a departmental Mandate regarding accident procedure, these will be conformed to.
14. The Accidents follow the same approval process as repairs and maintenance transactions listed above.