



# UPDATE ON THE NEW RT 46 CONTRACT IMPLEMENTATION

7 April 2014

## TRANSIT SOLUTIONS AND STANDARD BANK FLEET MANAGEMENT

### Background

The RT46-2014 Vehicle Fleet Management Services contract was implemented by Transit Solutions (Pty) Ltd and Standard Bank Fleet Management on 1 April 2014. In spite of the short period of time we have had to implement this contract, all entities involved have been working tirelessly to ensure that there is minimal disruption during implementation. We also appreciate all the feedback we have been receiving from the State user departments and assure you we are attending to your areas of concern.

For this reason we are sending out this communiqué, to assure you that we remain committed to minimizing disruption. We therefore request that you partner with us in ensuring that we address all queries raised. Please regard this communication as important and more importantly, please ensure that all your affected staff are aware of its contents.

### 1. Fuel Cards

#### Fuel Card Transactions

We have been monitoring the fuel card transaction closely and the improved card control from Standard Bank Fleet Management is already visible. After the first four days of trading, we can report the following:

On Friday alone, we authorised 15 006 fuel transactions with a value of R11.4 million, month to date (four days) 36 579 transactions value of R27.6 million. We declined 292 transactions with a value of R261K, month to date 758 transactions value of R835K which were highly suspicious.

Hence our transaction authorisations are assisting greatly in mitigating risk associated with the fuel card usage.

## **2. Managed Maintenance**

### **Call Center**

We are aware that our Managed Maintenance Call Centre has been experiencing high call volumes since RT46 went live on 1 April 2014, which is resulting in lengthy delays in answering the incoming calls. We apologise for the inconvenience that you are experiencing.

As a result we are strengthening our support capability to ensure that we deal with all queries logged and we are continuing to analyze the reasons for such delays.

### **Summary of end user issues experienced to date**

Below are some of our key findings in this analysis:

- a) Incorrect or incomplete authorisation mandates;
- b) No authorisation mandates for end users calling in;
- c) Selecting an incorrect call center option;
- d) Selection of merchant for repairs or maintenance to be carried out;
- e) Merchants not loaded on Standard Bank's Merchant database.

We briefly comment on the same below.

### **Engagement Mandates**

As previously communicated to you, without receiving your Engagement Mandate form, we cannot process any high value authorisations. Your Engagement Mandate form is an official document that enables us to:

- Engage with authorised persons responsible for managing approval of limits at various levels;
- Have information pertaining to your specific service requirements;
- Verify the authenticity of the person responsible for approvals.

To this end we request that you furnish us with your Engagement Mandate form with certified ID copies, as per our FICA and KYC requirements, of the staff members that we will be taking instructions from, as a matter of urgency. The list of vehicles and State user departments from which we have not yet received Engagement Mandates are attached hereto.

Please note in the absence of a fully completed Engagement Mandate form, Transit Solutions will have no formal instruction from your user department to participate in the new RT 46 - 2014 contract and will default to the specific Business Rules that have been approved by the Department of Transport, however such rules do not cater for high value authorisations and this may result in a vehicle waiting for further authorisation before any further work can be carried out. Consequently, you run the risk of **not receiving the services you require.**

Whilst some departments have sent through their Engagement Forms, we still haven't received these from all departments. This impacts negatively on the process and leads to Call Centre agents taking longer on the calls as they are required to capture information that was meant to have been furnished through the Engagement Mandate prior to 1 April 2014.

Each of your regions will have an allocated account manager who can be contacted should there be any further queries in this regard.

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## **KEY ACCOUNT MANAGER: RT46**

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### **Callers selecting an incorrect option**

The correct process to follow when calling the Call Centre is:

- Dial 0860 106 249 then the voice recording follow: **“Welcome to Standard Bank Fleet Management. Please listen carefully and select one of the following three options”**:
- For declined Fleet Card transactions, press 1.
- **[For Government Fleet enquiries, press 2.](#)**
- For any other fleet management enquiries, press 3.

**Please note:** As a Government or SAPS official you only need to select **option 2** this is because all Government and SAPS specific requirements are ring fenced under this option. Once you select option 2, you then get 6 sub-options:

- For declined fleet card transactions, press 1;
- For Government employees needing a vehicle repair or maintenance pre-authorisation number, press 2;
- If you are phoning from a dealership or merchant and you need authorisation for a maintenance quote, press 3;
- For roadside assistance, press 4;
- For general card enquiries, press 5;
- For general merchant enquiries, press 6.

For additional information on the Call Centre flow process please refer to the Call Centre Flow Guide.

### **Maintenance and Repair Authorisations**

This offering also features involvement of merchants and therefore careful attention to this communication will help you understand the process to be followed.

**Please Note:** A pre-authorisation is required to be obtained from Standard Bank Fleet Management call centre prior to taking a vehicle in for any repairs or maintenance and before any maintenance work can be undertaken. You will need to supply the dealer or merchant with your pre-authorisation number when booking your vehicle in.

### **Merchant Enrolment**

You may have been dealing with a number of merchants prior to 1 April 2014. For us to ensure that we provide the necessary authorisations, should we not have your preferred merchants registered on our merchant database, if you have not already done so, please supply us with a list of these merchants and we will then contact and approve these merchants.

In conclusion please be assured that we remain committed to supporting you and we are and will continue to monitor and improve all aspects of customer service and support to the RT46 Vehicle Fleet Management Services contract.

We will continue to provide communication to your structures in the interest of transparency and trust that we can rely on your continued support.