



## UPDATE ON THE NEW RT 46 CONTRACT IMPLEMENTATION

26 April 2014

### TRANSIT SOLUTIONS AND STANDARD BANK FLEET MANAGEMENT

#### Notification 4

We have been operating for 25 days now in conjunction with yourselves and our team remain excited and committed to improve our service delivery to your satisfaction. I would like to take this opportunity to thank all of you that have provided input in the various meetings we have attended and for the letters of good performance in the areas we have accelerated. Your honest feedback on our performance remains important to us and we encourage you continue to do the same.

Our processes and procedures are different to that of the previous service provider as most of you have realized already. We record below, some information that will assist you in making your service experience a pleasant one. We will also continue to provide you feedback in areas that remain a concern.

1. We noticed that many users are still only making use of our telephone system for pre-authorisations. Kindly note that if you are seeking a pre-authorisation reference number, you may send your vehicle details and special instruction to [stbpreauthorisations@za.innovation-group.com](mailto:stbpreauthorisations@za.innovation-group.com) or fax it to 011 790 5197. In the event that you have a pre-authorisation number, send your quote with pre-authorisation number to [Fleet@za.innovation-group.com](mailto:Fleet@za.innovation-group.com) or fax it to 011 790 5115.

2. Our Managed Maintenance service is predicated on 3 distinctively different functions namely (1) pre-authorisation, (2) merchant engagement and (3) administration. In all cases, a pre-authorisation is required to be obtained from the 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 be directed to a nearby merchant for your requirements and need to supply the dealer or merchant with your pre-authorisation number when booking your vehicle in, failing which no work will be undertaken.
3. The Transit Solutions' website can be found at [www.transit-solutions.co.za](http://www.transit-solutions.co.za). All you card ordering forms, general information, notifications, training material, engagement mandate and processes that need to be followed are recorded in the web site for your convenience.
4. We have not received all the vendor application forms yet as requested and a number of supplier registrations have not been completed. If you still have not opened a supplier account for Transit / Standard Bank, kindly contact your account executive immediately and follow up the same.
5. You should all have your fuel cards issued as per the original data base we worked on and can no longer issues fuel cards without you following the ordering process and by completing the card requisition forms. These can be found on the web site or you can contact your account executive for further assistance.
6. We have provided for priority assistance for the EMRS and IEC vehicles in our call centres. In addition we will also allow vehicles for the Premiers and MEC's to be managed by our dedicated team. Kindly forward a list of these four category of vehicles to [gov.RT46@standardbank.co.za](mailto:gov.RT46@standardbank.co.za) and copy your account executives, so we will be able to identify such vehicles.

7. We continue to engage more merchants for your special requirements and are on-boarding new merchant daily. We have not placed any criteria on bringing merchant on board, save for the signing of our merchant agreement. For those of you that have provided us merchants to consider, you can request feedback from your assigned account executives. Note that it is a requirement for all merchants to sign Annexure A of their agreement which are specific terms embodied in the RT 46 contract.
  
8. With all the developments we have had around the implementation, kindly note that the first billing month will close on the 29<sup>th</sup> of April 2014. While this is not ideal for all the users, we will endeavour to implement the early cut-offs in the following months.
  
9. As previously communicated, without receiving your fully completed (not abbreviated) Engagement Mandate form, we cannot process any high value authorisations. Your Engagement Mandate form is an official document that enables us to:
  - engage yourselves and assign authorised persons responsible for managing approval of limits at various levels;
  - have information pertaining to your specific service requirements to execute the required services; and to
  - verify the authenticity of the persons responsible for approvals and who we take instructions from.

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 documents can be forwarded to [gov.rt46@standardbank.co.za](mailto:gov.rt46@standardbank.co.za) . Once completed kindly advise your account executive to come and collect the original documents. Should

you need any further assistance with the Engagement Mandates, kindly see our web site or make contact with your assigned account executive.

10. 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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