**Managed Maintenance Procedures**

* Please find enclosed your new WesBank Autocard which reflects a 1 year expiry date. Kindly review all information on the card to insure it is correct. Any changes on the card need to be reported to cardadmin@wesbank.co.za as soon as possible. Please destroy old Auto card as soon as new Auto card is received.

**Please ensure that you adhere to the following procedures when using your first Auto card.**

**Protect your Auto card at all times in a card holder or wallet. In case of a lost Auto card, contact Khanita Rhode at -021 808 4618 or email - krhode@sun.ac.za. Should this occur during a weekend, phone 0800110132 to report. A replacement fee of R40 will be levied.**

* The first Auto card is only to be used on the vehicle with the same description that appears on the card. Usage of the card to purchase goods or services for any other vehicle constitutes fraud.
* Ensure that you supply the petrol attendant with the correct odometer reading with every fuel fill-up. Should your current closing odometer reading on your First Auto statement be incorrect, kindly notify cardadmin@wesbank.co.za.
* Should your vehicle require a service or maintenance, obtain prior authorisation from your superior.
* Remember to only make use of accredited First Auto Merchants.
* Phone dealership to book vehicle for service / repair – also ensure that the dealership has Wesbank credit card facilities.
* When you go to the dealership, instruct the service advisor to phone WesBank Auto for authorisation before any work is carried out. **The correct registration number must be correct on the job card (e.g. CL12455C). It is very important to remember that most of the cards have A/B/C after the registration number. If the correct registration number is not given when they phone for authorisation, WesBank Auto will not recognise the registration number and delays will occur.**
* The dealership will then assess the vehicle and phone WesBank Auto for authorisation. If WesBank are happy with the quotation and what is being done to the vehicle, an authorisation number will be given. This should take maximum 20 minutes. Vehicle will then be worked on.
* All dealerships know the procedure but in case they ask, the phone number is on the back of the WesBank Auto Card.
* DO NOT LEAVE THE CARD IN THE VEHICLE OR WITH THE SERVICE ADVISOR.
* When collecting your vehicle, check with the service advisor that authorisation was obtained.
* NEVER give your card in to be swiped through a machine. This only happens when authorisation has not been obtained. This however is against the policy of University Stellenbosch / WesBank Auto.
* Sign the VAT invoice and retain a copy of the original for VAT purposes.
* Email statement can be opened by typing in the code **“firstauto”.**
* Retain all your receipts to ensure that only legitimate transactions are debited to your account.
* Always retain your speedpoint receipt and mark off on the monthly transaction statement.
* In the case when invoices are lost, the onus is on the driver to acquire the copies thereof.
* If the car is involved in an accident, notify your superior immediately.
* It is very important that all departmental vehicles are always to be kept in a clean and neat state.

**Bestuurder Onderhoud Prosedures**

* Tesame, vind asseblief u nuwe Autokaart wat geldig is vir 1 jaar. Indien die inligting op die Autokaart nie korrek is nie, moet u dadelik cardadmin@wesbank.co.za verwittig met die nodige veranderinge. **Op ontvangs van u nuwe kaart, vernietig asseblief u ou kaart.**

**Verseker asseblief dat u die volgende prosedures volg met gebruik van u nuwe Autokaart.**

**Bewaar Autokaart ten alle tye in u sleutelhouer of beursie. Indien u die kaart verloor verwittig asseblief Khanita Rhode by -021 808 4618 of e-pos** **krhode@sun.ac.za****. Indien dit sou gebeur gedurende die naweek, kontak 0800110132. ‘n Vervangings fooi van R40 sal gehef word.**

* U First Autokaart mag slegs aangewend word vir die voertuig soos beskryf op die kaart. Aanwending van die kaart teenoor goedere of dienste van ander voertuie is bedrog.
* Wanneer die voertuig vol brandstof gemaak word, verskaf die petrolbeampte met die korrekte odometer lesing. Indien ‘n foutiewe odometer lesing op u state verskyn, verwittig cardadmin@wesbank.co.za .
* Ontvang eerstens goedkeuring van u hoof indien die voertuig gediens moet word.
* **Onthou wanneer u die voertuig inboek vir ‘n diens of herstelwerk mag slegs gebruik gemaak word van ‘n geakkrediteerde First Auto Agente maw die agentskap moet oor First Auto krediet kaart fasiliteite beskik.**
* Met jou aankoms, versoek die diensadviseur om WesBank Auto te skakel vir goedkeuring alvorens enige werk gedoen word. **Die korrekte registrasie nommer moet deurgegee word. (b.v. CL12455C).** Dit is belangrik om te onthou dat meeste van **die petrolkaarte ‘n A/B/C na die registrasie nommer het**. Indien dit nie so deurgegee word nie sal WesBank nie die registrasienommer erken wanneer gebel word vir goedkeuring nie.
* Alle agentskappe ken die prosedure, maar indien gevra word – die telefoon nommer is agter op die Wesbank Autokaart. Agentskap sal dan voertuig evalueer en WesBank Auto bel vir goedkeuring. Indien WesBank gelukkig is met die kwotasie sowel as die werk wat verrig gaan word aan die voertuig, sal hul goedkeuring verskaf. Die hele proses behoort nie meer as 20 minute te vat nie, waarna die werk aan die voertuig kan begin.
* MOET NOOIT DIE KAART IN DIE VOERTUIG OF BY DIE DIENSADVISEUR AGTER LAAT NIE.
* Verseker dat goedkeuring wel ontvang is deur die diensadviseur, wanneer voertuig weer ontvang word. Moet NOOIT jou kaart oorhandig om deur enige masjien te laat trek nie. Dit sal slegs plaasvind wanneer goedkeuring nie ontvang was nie – dit is teen die beleid van die Universiteit van Stellenbosch / WesBank Auto.
* Teken op faktuur afskrif en behou die oorspronklike vir BTW doeleindes.
* Indien fakture en strokies verlore is, berus die onus op die drywer om kopiee daarvan te bekom.
* Behou u strokies om te verseker dat slegs geldige transaksies op u rekening gedebiteer is. Kontrolleer al u speedpoint strokies teen u maandelikse petrolstaat.
* ‘n Maandelikse transaksiestaat sal aan u geE-pos word en kan oopgemaak word deur die **wagwoord ‘firstauto’** in te tik.
* Indien die voertuig in ‘n ongeluk betrokke is, meld asseblief die saak onmiddelik by u toesighouer aan.
* Departementele voertuie moet altyd in ‘n skoon en netjiese toestand gehou word.