

Call logging procedure

The following procedure should be followed when placing a call for breakdown service:-

During office Hours –

- Please call the office hours telephone numbers listed below. **NB**, please **do not** try to place service calls directly with service engineers, or other Zeag personnel. **All** service requests **must** be routed via the service telephone numbers listed below. Requests via individuals cannot be logged by the service telephone system, and subsequently cannot be controlled in the correct manner.

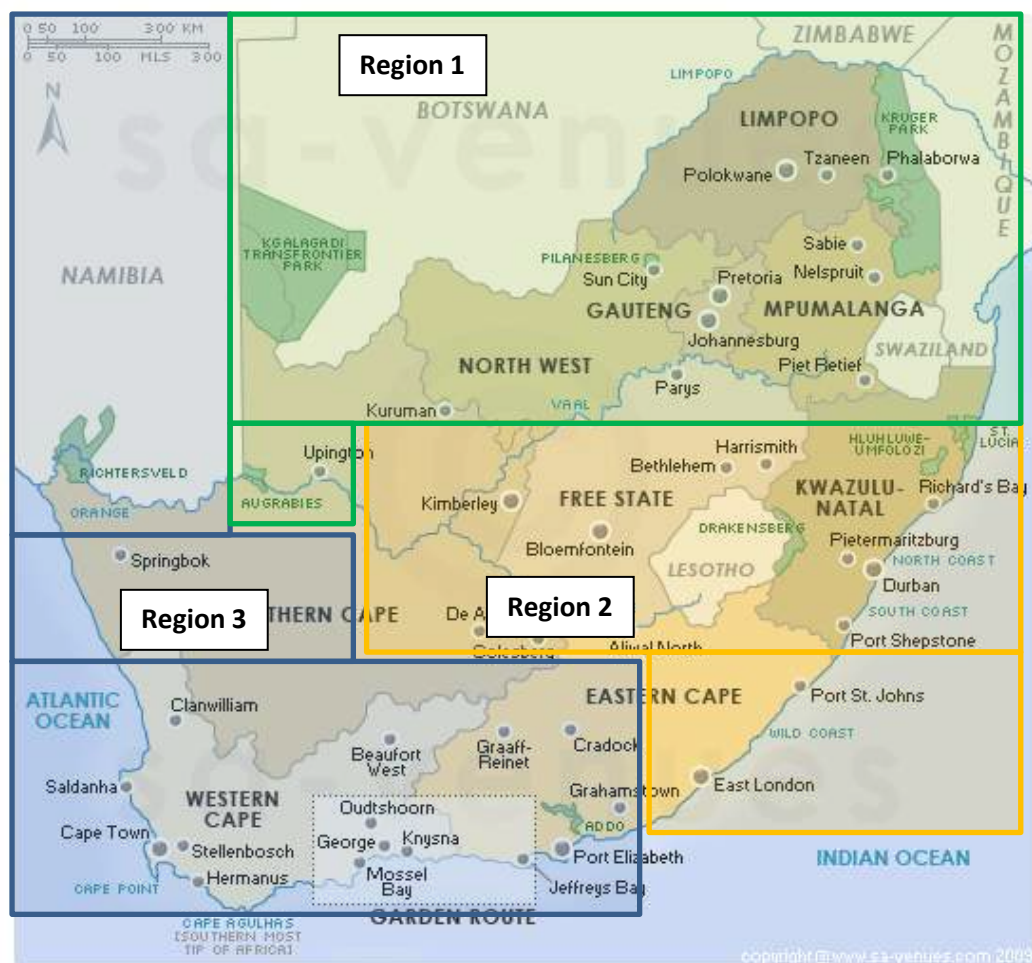
Office hours call logging number	0861 ZEAGSA
	0861 932472
	011 7944 525

- Ask for the Service Administrator, once connected, please state the following:
 - site location;
 - the name of the person placing the call;
 - a contact person on site and telephone number (if different to the person placing the call);
- The exact nature of the problem and requested action. **Please ensure that you get a reference number from the Service Administrator, this is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**
- The Zeag service engineer will then report to the parking control office when he/she arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the Zeag service report when the call is completed.
- If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.

After office Hours –

Please call the cellular phone number relating to your region as listed below.

After hours call logging number	For all after hours calls
Region 1 (Green)	082 554 0132
Region 2 (Orange)	083 743 3880
Region 3 (Blue)	083 711 5548



- Once connected, please state the following:
 - site location;
 - the name of the person placing the call;
 - a contact person on site and telephone number (if different to the person placing the call);

- The exact nature of the problem and requested action. **Please ensure that you get a reference number from the technician. This is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**
- The Zeag service engineer will then report to the parking control office when he arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the Zeag service report when the call is completed.
- **If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.**

In the event you have any complaints regarding any service received from Zeag, please contact the Service Manager, enabling us to take appropriate action and minimize any inconvenience experienced. He can be contacted on 082 497 8782. If you are unable to contact the Service Manager please call the following numbers relating to your Region,

Alternative numbers	In case of an urgent call – Please state that you are unable to get hold of the standby number
Region 1 (Green)	082 883 1511 082 894 6531 082 497 8782
Region 2 (Orange)	082 894 6532 082 4978781
Region 3 (Blue)	083 320 4437 083 257 3502

Important Numbers

(Please see detailed callout procedures on pages 21 to 23)

Office contact details:

Please ask for the Service Administrator if logging a call.

Office hours call logging number	0861 ZEAGSA
Alternatives	0861 932472 / 011 794 4525
Zeag Head Office	
Tel:	011 7944 525
Fax:	011 7944587
Physical Address:	166 Seilskip Street Laser Park Honeydew, 2170
Postal Address:	P.O. Box 669 Ferndale, 2160

Callout - After office Hours

Please call the cellular phone number relating to your region as listed below.

