

Call Logging – Process Flow

<https://hubsa.servcraft.co.za/BookJob>

Only calls booked on the Central Call logging platform will be deemed valid (no emails, calls, messages)

Standby:

Mon – Fri (17:00 – 20:00)

Sat – Sun (08:00 – 20:00)

Query logged
By client / Operator
on portal

1st Line Maintenance (Examples):

- Lane stations
- 1. Replacing ticket stock
- 2. Removing used tickets
- 3. Clearing ticket jams
- 4. Cleaning stations
- External – Wiping stations down and running a cleaning card through station
- Internal – removal of tickets/paper/dirt (Servicing will cover 'Blowing out' the station)
- 5. Daily testing of equipment

Barriers (Boomgate)

- 1. Resetting station
- 2. Reinstalling barrier arms (With new shear plates and / or nylon nuts)
- 3. Cleaning station
- 3. Inductive loop check

• Barrier (Magnetic)

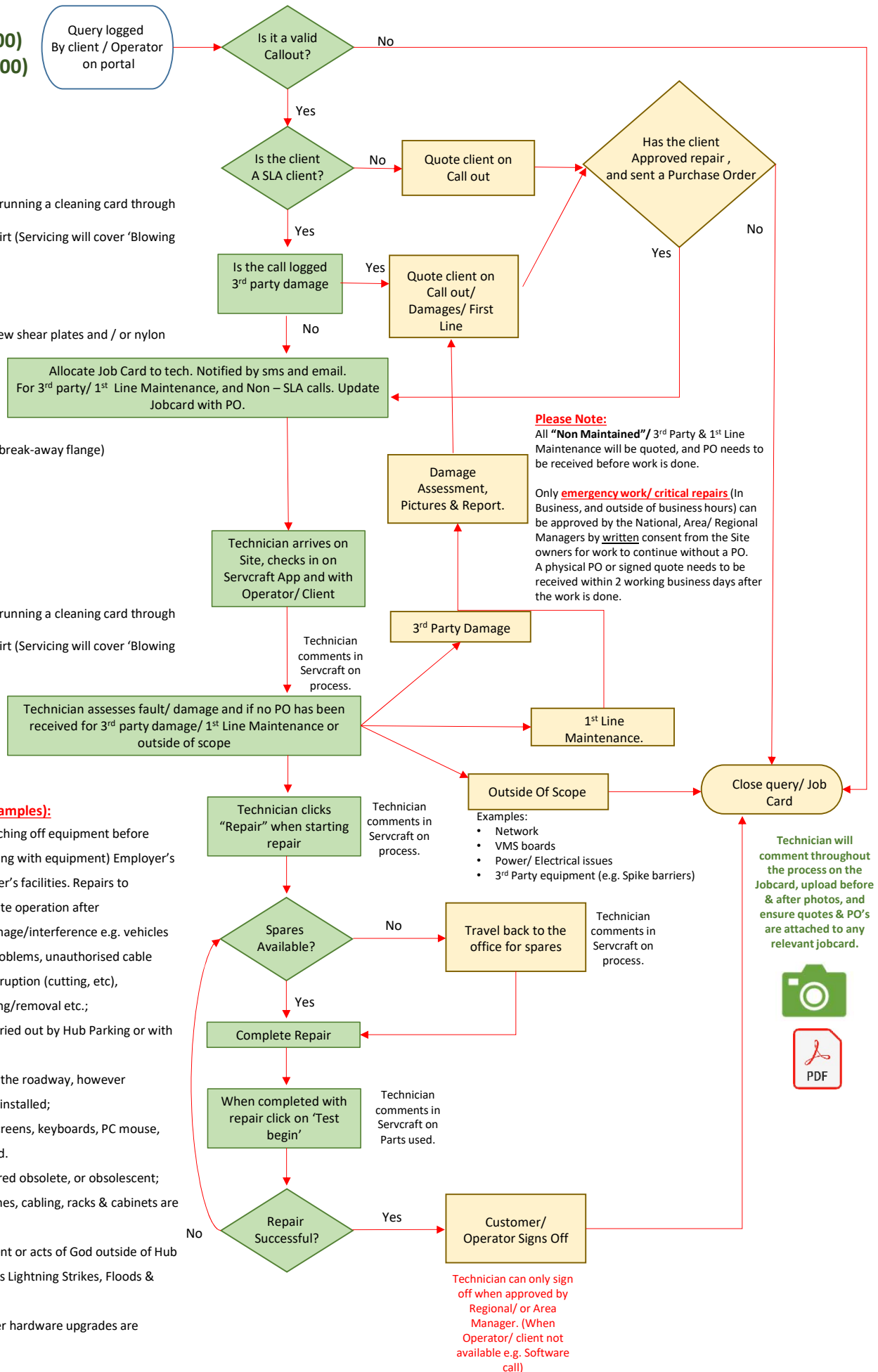
- 1. Resetting station
- 2. Reinstalling barrier arms (via the break-away flange)
- 3. Cleaning station
- 4. Inductive Loop Check

• Pay stations

- 1. Replacing ticket stock
- 2. Replacing receipt rolls
- 3. Monitoring float levels
- 4. Removing used tickets
- 5. Cleaning stations
- External – Wiping stations down and running a cleaning card through station
- Internal – removal of tickets/paper/dirt (Servicing will cover 'Blowing out' the station)
- 6. Daily testing of equipment
- 7. Removal of coin jams
- 8. Removal of note jams
- 9. Clearing ticket jams
- 10. Station safe draining
- 11. Cleaning station

Exclusions/ 3rd Party Damage (Examples):

- Operator negligence (e.g not switching off equipment before removing UCD, dropping/ tampering with equipment) Employer's staff or other users of the Employer's facilities. Repairs to equipment to be quoted on and site operation after customer/third party induced damage/interference e.g. vehicles hitting barriers, 220V AC mains problems, unauthorised cable removal, unauthorised cable interruption (cutting, etc), unauthorised equipment tampering/removal etc.;
- Additions or modifications not carried out by Hub Parking or with the Hub Parking's agreement;
- Vehicle loop detectors cables and the roadway, however constructed, into which loops are installed;
- PC Hardware, computer display screens, keyboards, PC mouse, UPS's & 12v batteries are excluded.
- Equipment, which has been declared obsolete, or obsolescent;
- Parking Networks, Network switches, cabling, racks & cabinets are excluded;
- Misuse/vandalism of the equipment or acts of God outside of Hub Parking's control are excluded as is Lightning Strikes, Floods & Power Surges.
- Third party software and computer hardware upgrades are excluded, and done on quote.



Call Logging Servcraft

Step 1 – Log onto website (Mobile, laptop, notebook)

<https://hubsa.servcraft.co.za/BookJob>

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Step 2 – Complete Details as per the below



The screenshot shows the 'HUB' booking form with the following fields and instructions:

- Name:
- Email Address:
- Contact No:
- Site:
- Device:
- Issue:

Describe the issue experience in brief.
Note the error on the ZMS alarms screen.
Note if this is a Software or Hardware call.
-

- Please log all items separately.
- Always note the error code for the station on ZMS alarm screen.
- Always log the correct site name.
- Please note if there was any load shedding, power issues, barriers knocked etc and send photos to your Hub Parking representative.
- Don't forget to click book.

Step 3 – Click book



The screenshot shows the 'HUB' booking form after the 'Book' button has been clicked. The 'Book' button is highlighted with a red box. Below the form, a message reads: "Thank you, Job Booked saved successfully."

Call has been logged successfully

Notification Process

1. Once a call has been logged an email will be sent to the contact list loaded for the site notifying them of the call

HUB South Africa - Query Number: QUE46697.



Noxy Ngezu <mailer@servcraft.co.za>
To: Anton Neveling



10:40 AM



Dear HUB Parking

Thank you for logging your query at HUB South Africa.

Your reference number for this query is QUE46697

For any assistance or escalation please contact:

Business Hours:

Central Admin ~ Noxy: +27 11 794 4525 support@hubparking.co.za

After Hours:

Standby: Gauteng ~ +27 82 554 0132/ +27 72 098 1160

Standby: Kwazulu-Natal ~ +27 83 743 3880

Standby: Cape Town ~ +27 83 711 5548

Escalation:

National ~ Anton : anton@hubparking.co.za

Airports ~ Mike: mike@hubparking.co.za

Southern Gauteng ~ Thomani: thomani@hubparking.co.za

Northern Gauteng / Swaziland ~ Natasha: natasha@hubparking.co.za

Western Cape ~ Anton : anton@hubparking.co.za

Kwazulu-Natal ~ Danie: danie@hubparking.co.za

Eastern Cape ~ Kim: kim@hubparking.co.za

Namibia ~ Gert: zeagna@hubparking.co.za

Kind Regards

HUB South Africa Team

Sent with care from HUBSA

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It is important to keep the contacts emails and mobile numbers updated to receive notifications.

Please keep after hours number handy after logging calls.

Escalation by Region.

Notification Process

2. The loaded contact list will receive updates through the arrival, repair, sign off with the Primary loaded contact receiving the completed Jobcard.

HUB South Africa - Job Card Repair Complete JOB55082

HS HUB South Africa <mailer@servcraft.co.za>
To Anton Neveling

10:54 AM

— REPLY ABOVE THIS LINE TO SEND A RESPONSE —



Dear HUB Parking

Your Paystation has been repaired.

Please rate your service received: <https://www.surveymonkey.com/r/JDWF98Q>

For any assistance or escalation please contact:

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Kind Regards

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All detailed call log reports
are sent to the Operators
weekly & monthly.