

**SITE VISIT CHECKLIST - DEBT COLLECTION**

NO.	ITEMS	EVIDENCE	COMPLIANCE
			FULL/PARTIAL
1	<p><b><u>Ability for Adverse Listing</u></b></p> <ul style="list-style-type: none"> <li>The Service Provider must be able to adverse list/delist customers on National Credit Bureaus &amp; provide feedback reports upon request from Eskom</li> <li>Minimum of 2 Credit Bureaus are required. E.g., TransUnion, CompuScan, CPB etc</li> </ul>	<ul style="list-style-type: none"> <li>Proof of current software licence and/or contract for use of the software.</li> <li>Evidence of the Software loaded on the service provider's systems/computer and be able to demonstrate adverse listing</li> </ul>	<p>If 0 systems, score = 0 If 1 system, score = 7.5 If 2 systems, score = 15</p>
2	<p><b><u>Systems/Software for Tracing</u></b></p> <ul style="list-style-type: none"> <li>The Service Provider must provide Proof of tracing tools available for data cleansing &amp;/or data mining.</li> <li>Minimum 2 Tracing systems (Software) are required, E.g., Traceps, CPB, Columbus, WinDeed, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Proof of current software licence and/or contract for use of the software</li> <li>Evidence of the Software loaded on the service provider's systems/computer and be able to demonstrate tracing</li> </ul>	<p>If 0 systems, score = 0 If 1 system, score = 7.5 If 2 systems, score = 15</p>
3	<p><b><u>Call Centre Setup</u></b></p> <p>An Actual Call Centre for functionality in line with scope of work: The Following will be inspected</p> <ul style="list-style-type: none"> <li>No. of active agents</li> <li>Telephony system</li> <li>Desks/chairs &amp; computers</li> </ul>	<p>As per organigram provided in the portfolio, management team (head of Call Centre Department, Supervisor &amp; Agents) to be inspected on site</p> <ul style="list-style-type: none"> <li>The Call Centre building/ department should be a lockable facility which is well ventilated and has adequate lighting</li> <li>For every call centre agent, there must be a desk, chair, telephony system and computer loaded with the required systems to optimally perform their duties</li> <li>In the event agents are working remotely, site visit to their location will be done to ensure compliance</li> </ul>	<p>For less than 5 agents, score = 5 Between 5 and 10 agents, score = 10 Between 11 and 15 agents, score = 15 More than 15 agents, score = 20</p>
4	<p><b><u>Letter / Certificate</u></b></p>	<ul style="list-style-type: none"> <li>Original and valid copy for membership to Council for Debt Collectors</li> <li>Original and valid copy for Membership to the relevant Law Society.</li> <li>Original and valid copy of Fidelity Fund Certificate</li> <li>Original and valid copy of admission Certificate as an Attorney</li> </ul>	<p>If no copies available on site, score = 0 If certified copies (not older than 3 months) available on site, score = 7.5 If original copies available on site, score = 15</p>

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Debt Management Manager

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