

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-E2E-01-PRC-100303	Failback Planning	V01.00	E2E	PRC	Deemed Approval	FA	N/A	N/A
382-E2E-01-PRC-100325	Trial Ops SAT Section 2 Retest Procedure	V01.00	E2E	PRC	For Information	FI	N/A	N/A
382-E2E-01-PRS-100224	SANRAL Retail Top Up Process Enab,ed through HYPHEN	V01.00	E2E	PRS	Deemed Approval	FR	N/A	N/A
382-E2E-01-PRS-100278	QM - Documentation - Development Process	V01.00	E2E	PRS	Deemed Approval	FR	N/A	N/A
382-ORT-01-PRS-300726	Maintenance on Transceiver	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRC-300029	Escalation Matrix and Contact List	V02.00	ORT	PRC	Approved	FA	n/a	n/a
382-ORT-01-PRC-300520	ORT-BO SFAT Section II Test Procedures(Superceded by 100313)	V05.00	ORT	PRC	Superceded	FA	Vol2Bk4a 2.3.2.4	Test Procedure
382-ORT-01-PRC-301083	Incident Management Procedure	V04.00	ORT	PRC	Not Approved	FA	N/A	N/A
382-ORT-01-PRC-301084	Problem Management Procedure	V03.00	ORT	PRC	For Approval	FA	N/A	N/A
382-ORT-01-PRS-200823	Collecting and returning equipment from-to warehouse	V01.00	ORT	PRS	Not approved	FA	N/A	N/A
382-ORT-01-PRS-300043	Quality Assurance and Datat Integrity - CSO's	V04.00	ORT	PRS	Conditionally Approved	FA	n/a	n/a
382-ORT-01-PRS-300525	Start of shift	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300527	Register Pre Paid Account	V08	ORT	PRS	For Information	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300528	Methods of payment	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300530	Communication register	V04.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300536	Hand out tags	V09.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300539	Float handling	V07.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300540	CIT Banking	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300541	Move / Switch Tag Account Unit	V08.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300541	Move / Switch Tag Account Unit	V08.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300542	Bleed offs	V06.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300543	Closing a POS shift	V06.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300544	Account Top Up	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300545	Edit or view account information	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300546	Report a lost or stolen tag	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300547	Report a found tag	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300548	Lunch and refreshment breaks	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300550	User relations	V07.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300551	Closing account units	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300552	End Of shift	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300553	Replace a tag	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300554	Daily Equipment check	V09.00	ORT	PRS	For Approval	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300556	Assign account ID cards	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300557	Receiving of Tags from TCH	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300559	Opening a POS shift	V04.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300560	Account Detail Verification	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300561	Daily stationary check	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300562	Print an account statement	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300563	Register a general case	V07.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300564	Shift planning	V09.00	ORT	PRS	For Information	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300565	Scanning of documents	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300566	Opening/ Closing the PoP process	V07.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300567	Key control	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300568	Stocktakes	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300570	Performance Management	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300571	Evacuation Plan	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300572	Robbery	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300573	Theft	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300574	Receive Request for Nominations or Representations	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300575	Representations	V03.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300576	VPC payment	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300577	VPC queries	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300578	Manage Emergency Tag Deliveries	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300580	ORT - Return defective Tag for rework to TCH	V09.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300581	ORT - Order Tags from TCH	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300582	ORT - Order Goods from TCH	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300583	ORT - Distribution of Tags & consumables to PoP	V08.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300584	ORT - Distribution of Tags to road user	V08.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300584	ORT - Distribution of Tags to road user	V09.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300585	ORT - Emergency deliveries	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300586	ORT - Reception of goods	V02.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals

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382-ORT-01-PRS-300589	Change Day Pass to VLN	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300590	Archiving credit card slips	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300591	Replace ID Card	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300593	Register Public Transport	V03.00	ORT	PRS	For Information	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300594	Customer validation	V08.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300595	Technician returning boot stock	V03.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300597	Write offs	V04.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300599	Inventory Management	V04.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300601	Name Ordering of parts by Technician	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300602	Allocation of stack at the warehouse	V03.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300603	Collecting data from Gantry	V06.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300604	Receiving of RSS spares from supplier	V03.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300605	Ordering from Supplier	V03.00	ORT	PRs	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300621	Problem Management	V02.00	ORT	PRS	Deemed Approval	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300622	Change Management	V03.00	ORT	PRS	Deemed Approval	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300623	Release Management	V03.00	ORT	PRS	Deemed Approval	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300624	Event Management	V03.00	ORT	PRS	Deemed Approval	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300625	SLA Conditions	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300628	Service Request	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300629	Maintenance of Knowledge DB	V02.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300636	Reset Of Passwords	V01.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300637	Configuration Management	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300638	Capacity Management	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300639	Availability Management	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300640	Service Level Management	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300642	Unsuccessful Change Management	V01.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.5	Operations and maintenance procedural manuals
382-ORT-01-PRS-300650	Receiving of Instruction	V10.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300650	Receiving of Instruction	V12.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300651	Data Transfer	V10.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300651	Data Transfer	V12.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300652	Auditing Video	V08.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300653	Reporting of Audit	V11.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300653	Reporting of Audit	V12.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300660	Access Manual Validation Workload	V04.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300661	Validate Toll Transaction- Manually	V04.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300662	Retrieve Ignored Transactions	V02.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300663	Assign Validation Case Types to Agent	V04.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300664	Validate Toll Transaction- Forced	V04.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300680	Replace Asset	V02.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300681	Register Asset	V02.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300682	Write Off Asset	V02.00	ORT	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300690	Operational Report	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300691	KPI Reporting	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300692	Monitoring and Reporting	V03.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300700	Add Tag to VLN Account Unit	V06.00	ORT	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300701	Storage of Tags and Consumables	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300703	Return Tag to PoP	V08.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300704	Add account unit	V07.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300705	Deactivate Account unit	V07.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300706	Activate Account unit	V06.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300708	Call Force Account Manager	V05.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300710	Logging of Calls	V06.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300720	Corrective Maintenance	V03.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300721	Preventative Maintenance	V04.00	ORT	PRS	APproved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300722	Shift Change	V04.00	ORT	PRS	For Approval	FA	N/A	N/A
382-ORT-01-PRS-300723	Access to Gantry	V01.00	ORT	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300725	Maintenance of Automatic Vehicle Detection and Classification Sensor	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300727	Maintenance of Vehicle Registration Sensor Unit	V03.00	ORT	PRS	For Approval	FA	N/A	N/A
382-ORT-01-PRS-300728	Maintenance of Vehicle Registration Sensor Illuminator Unit	V03.00	ORT	PRS	FOR Approval	FA	N/A	N/A
382-ORT-01-PRS-300729	Maintenance of Automatic Vehicle Classification Illumination Unit	V03.00	ORT	PRS	FOR Approval	FA	N/A	N/A
382-ORT-01-PRS-300730	Maintenance of Vehicle Registration Scene Sensor Unit and Vehicle Re	V03.00	ORT	PRS	For Approval	FA	N/A	N/A

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382-ORT-01-PRS-300731	Maintenance of Vehicle Registration Scene Sensor Illuminator Unit	V03.00	ORT	PRS	For Approval	FA	N/A	N/A
382-ORT-01-PRS-300732	Installation of Vehicle Detection and Classification Sensor Unit	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300733	Installation of Transceiver	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300734	Installation of Vehicle Registration Sensor Unit	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300735	Installation of Vehicle Registration Sensor Illumination Unit	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300736	Installation of Vehicle Detection and Classification Sensor Illumination U	V02.00	ORT	PRS	For Approval	FA	N/A	N/A
382-ORT-01-PRS-300737	Installation of Vehicle Registration Scene Sensor Unit	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300738	Installation of Vehicle Registration Scene Sensor Unit	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-300739	Changing the Maintenance Terminal Controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300740	Changing the Station Controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300741	Changing the Transaction Support Controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300742	Changing the Vehicle Detection and Classification controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300743	Changing the Vehicle Registration controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300744	Changing the Transaction Controller	V03.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-300761	Patch Management	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300762	Anti-Virus Updates	V02.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300763	Consumables	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300764	Telephone Management	V02.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300765	Data Centre access for system vendors	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300766	Anti-Virus installations and upgrade	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300767	Anti-Virus Monitoring for unsuccessful updates	V02.00	ORT	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300768	Anti-Virus Daily Virus Monitoring	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300769	Anti-Virus Incident response to virus outbreak.	V01.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-300803	Register a Pre Paid Video Account	V02.00	ORT	PRS	For Information	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300804	Register an e-tag pre paid account	V02.00	ORT	PRS	For Information	FI	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300805	Creation of Sub Accounts	V05.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300806	Tag Account Unit Activation	V04.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-300881	Name Sending RSS Equipment to Supplier	V03.00	ORT	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-ORT-01-PRS-301019	Migration from a Credit Card Settlement Account to a PrePaid Account	V04.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301020	Migration from a Prepaid to a Credit Card Settlement Account	V04.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301021	Claims and complaints area manager escalation	V02.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301022	Manual Registration at POP	V04.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301026	Duplicate Identity Document or VLN	V05.00	ORT	PRS	Not Approved	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301028	Pay or View Paid Toll Fee	V02.00	ORT	PRS	Deemed Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301029	Anonymous Account	V03.00	ORT	PRS	For Approval	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301031	Transaction and Image Management	V01.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-301033	Logging A General Fault ORT	V02.00	ORT	PRS	Deemed Approval	FR	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301034	Report a lost or stolen tag - ORT	V02.00	ORT	PRS	Deemed Approval	FR	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301035	Report a stolen Vehicle - ORT	V02.00	ORT	PRS	Deemed Approval	FR	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301037	Identify Violator	V01.00	ORT	PRS	Not Approved	FA	N/A	Operations and maintenance procedural manuals
382-ORT-01-PRS-301092	PK, TK Relocation or Decommissioning	V01.00	ORT	PRS	Deemed Approval	FA	N/A	N/A
382-ORT-01-PRS-301093	Public entities verification process	V01.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-301118	Usage of a CSC Cell phone	V02.00	ORT	PRS	For Approval	FA	N/A	N/A
382-ORT-01-PRS-301126	CSC/MPS Weekly Stock Count Process	V04.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-301190	Connection Checker Management	V07.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-301196	Validate Potential Duplicate Vehicle - Workaround	V01.00	ORT	PRS	For Information	FI	N/A	N/A
382-ORT-01-PRS-301213	Register a case for duplicate transaction adjustment	V04.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-301303	Backup Management Process (Backup & Restore)	V01.00	ORT	PRS	Conditionally Approved	FA	N/A	N/A
382-ORT-01-PRS-301314	Duplicate and Cloned VLNs End to End Process	V04.00	ORT	PRS	Not Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Document
382-ORT-01-PRS-301316	Records Received from Data Ware House	V02.00	ORT	PRS	Approved	FA	N/A	N/A
382-ORT-01-PRS-301317	Investigate Potential Cloned Vehicles	V02.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-301318	Upload Unique VLN to 2nd level	V01.00	ORT	PRS	Not Approved	FA	N/A	N/A
382-ORT-01-PRS-301343	Golden Image Process	V01.00	ORT	PRS	For approval	FA	N/A	N/A
382-ORT-01-WIS-300047	Validate Exempt Vehicles	V01.00	ORT	WIS	For Information	FI	n/a	n/a
382-ORT-01-WIS-301075	ORT Daily Work Instruction	V03.00	ORT	WIS	Conditionally Approved	FA	N/A	N/A
382-ORT-01-WIS-301077	ORT Monthly Work Instruction	V03.00	ORT	WIS	Conditionally Approved	FA	N/A	N/A
382-ORT-01-WIS-301106	ORT - 100 KPI Calculation	V01.00	ORT	WIS	Approved	FA	N/A	N/A
382-ORT-01-WIS-301223	Connection Checker GUI Work Instructuion	V04.00	ORT	WIS	Not Approved	FA	N/A	N/A
382-ORT-01-WIS-401474	TCH Daily Work Instruction	V03.00	TCH	WIS	Conditionally Approved	FA	N/A	N/A
382-ORT-01-WIS-401476	TCH Monthly Work Instruction	V03.00	TCH	WIS	Conditionally Approved	FA	N/A	N/A
382-ORT-06-PRC-902063	Major Incident Management Procedure	V05.00	ORT	PRC	Not Approved	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-QAS-01-MAN-301125	Key Accounts – Public Entities, Exempt and Free Passage Verification	V02.00	QESH	PRC	Not Approved	FA	N/A	N/A
382-QAS-01-POL-905403	Smoking Policy	V01.00	QESH	PRS	Approved	FA	N/A	N/A
382-QAS-01-PRC-210153	Maintenance of Management Console + Ops Processes Annex	V01.00	QAS	PRC	approved	FA	N/A	N/A
382-QAS-01-PRC-210159	RSS SAS Drive Management	V01.00	QAS	PRS	Approved	FA	N/A	N/A
382-QAS-01-PRC-210161	RSS COC Stock Levelling	V01.00	QAS	PRS	Approved	FA	N/A	N/A
382-QAS-01-PRC-401774	Monitoring of Suspended Accounts Procedure	V06.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-900038	Emergency Preparedness and Response Procedure	V02.00	QESH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900045	Procedure Template	V01.00	QESH	PRC	Approved	FA	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900051	Permit to work System Procedure	V04.00	QESH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900062	Contractor Management Procedure	V02.00	QESH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900063	Confined Space Entry Procedure	V03.00	QESH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900064	Isolation Procedure	V02.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-900086	General and hazardous waste management procedure	V03.00	QESH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900102	Spill Management Procedure	V02.00	QESH	PRC	Approved	FA	SOWA 5.2.4.2a(ii)vbi Pa	EMP / OH&S
382-QAS-01-PRC-900427	SHE Aspect & Impacts - Objectives and Target Procedure	V02.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-900471	Annexure B: Communication Procedure	V02.00	QESH	PRC	Approved	FR	N/A	N/A
382-QAS-01-PRC-900476	SHE Operational Control Procedure	V02.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-900651	Management Review	V06.00	QESH	PRC	Approved	FA	Vol2BK2a4.5	Quality Assurance
382-QAS-01-PRC-900652	Non Conformance, Corrective & Preventative Action	V05.00	QESH	PRC	Approved	FA	Vol2BK2a4.5	Quality Assurance
382-QAS-01-PRC-900653	Audit management Procedure	V06.00	QESH	PRC	For Information	FI	Vol2BK2a4.5	Quality Assurance
382-QAS-01-PRC-900653	Audit management Procedure	V09.00	QESH	PRC	For Information	FI	Vol2BK2a4.5	Quality Assurance
382-QAS-01-PRC-900654	Control of QMS Documents and Records	V07.00	QESH	PRC	Approved	FA	Vol2BK2a4.5	Quality Assurance
382-QAS-01-PRC-900759	Measurement, analysis and improvement	V01.00	QEH	PRC	Deemed Approval	FR	N/A	N/A
382-QAS-01-PRC-900850	SHE & Legal & Other Requirements	V01.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-901300	Handling and Transportation of Dangerous Goods Procedure	V02.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-901301	Requirements for EIA Procedure	V01.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-901302	Storm-water Management Procedure	V02.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-902332	Annexure B: Elevated Position Procedure QESH Department	V02.00	QESH	PRC	Approved	FR	N/A	N/A
382-QAS-01-PRC-902332	Elevated Position Procedure	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
382-QAS-01-PRC-902334	Lifting Machine and Tackle Procedure	V02.00	QESH	PRC	Approved	FA	N/A	N/A
382-QAS-01-PRC-902335	Personal Protective Equipment QESH Department	V03.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-902335	Personal protective Equipment	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
382-QAS-01-PRC-902336	Incident Reporting & Investigation Procedure	V02.00	QESH	PRC	Approved	FR	N/A	N/A
382-QAS-01-PRC-902562	Inclement Weather Procedure	V01.00	OPS	PRC	Conditionally Approved	FA	N/A	N/A
382-QAS-01-PRC-902749	Risk Assessment Procedure	V02.00	QESH	PRC	Approved	FA	n/a	N/A
382-QAS-01-PRC-902774	Document Numbering And Revision Control	V01.00	CMD	PRC	Deemed Approval	FR	N/A	N/A
382-QAS-01-PRC-903149	Critical Incident Management Communication	V01.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-903875	SHE Audit Management	V01.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-01-PRC-905611	Non Conformance, Corrective & Preventative Action Procedure	V02.00	QESH	PRC	Approved	FA	FIDIC Sub-Clause 5.2 (C	Quality
382-QAS-01-PRC-907731	Operator Debt Procedure	V01.00	QESH	prc	For information	FI	N/A	N/A
382-QAS-01-PRC-907732	Rejection, Write-Off and Adjustment Business Rules	V01.00	QESH	prc	For information	FI	N/A	N/A
382-QAS-01-PRS-902528	Drawing of Manual Reports Process	V02.00	QESH	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-01-PRS-902717	Users Communications Process	V01.00	QESH	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-01-PRS-940043	TCH - General Enquiry i-Traffic	V01.00	QESH	PRS	For Information	FI	N/A	N/A
382-QAS-01-WIS-903303	Emergency Response Team Duties	V02.00	QESH	WIS	Approved	FA	N/A	N/A
382-QAS-01-WIS-903860	Crisis Management Team Work Instruction	V01.00	QESH	WIS	Approved	FA	N/A	N/A
382-QAS-02-PRC-901439	Change Management Procedure	V08.00	CM	PRC	Not Approved	FA	N/A	N/A
382-QAS-02-PRC-901940	Software Release Management Process	V02.00	CM	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-02-PRC-901941	Software Release Management Procedure	V06.00	CM	PRC	Approved	FA	N/A	N/A
382-QAS-02-PRC-902409	Performance Review Committee Terms of Reference	V01.00	CM	PRC	Deemed Approval	FR	N/A	N/A
382-QAS-02-PRC-903119	Asset Write-Off Procedure	V03.00	CM	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-03-PRC-900149	Manual Pairing Procedure	V10.00	FIN	PRC	Not Approved	FA	N/A	N/A
382-QAS-03-PRC-900150	Refund Procedure	V09.00	FIN	PRC	Not Approved	FA	N/A	N/A
382-QAS-03-PRC-900150	Refund Procedure	V10.00	FIN	PRC	For Approval	FA	N/A	N/A
382-QAS-03-PRC-900765	Bank Reconciliation Procedure	V14.00	FIN	PRC	For Information	FI	N/A	N/A
382-QAS-03-PRC-901426	Billing Payments Procedure	V05.00	FIN	PRC	For Approval	FA	N/A	N/A
382-QAS-03-PRC-901640	Invoice and Statement Procedure	V05.00	FIN	PRC	Approved	FA	N/A	N/A
382-QAS-03-PRC-901642	Bakwena Toll Agency Reconciliation Procedure	V04.00	FIN	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-03-PRC-901778	Toll Agency Reconciliation Procedure	V02.00	FIN	PRC	Not Approved	FA	N/A	N/A
382-QAS-03-PRC-902024	VPC Refund Procedure	V06.00	FIN	PRC	Not Approved	FA	N/A	N/A
382-QAS-03-PRC-902058	Invoicing Calendar Procedure	V01.00	FIN	PRC	Approved	FA	N/A	N/A

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382-QAS-03-PRC-902635	Write off of specialised maintenance equipment	V01.00	FIN	PRC	Approved	FA	N/A	N/A
382-QAS-03-PRC-902849	Invoicing Unit Sequence Gaps Reivew	V02.00	IT	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-03-PRC-903300	Financial Reporting Procedure	V07.00	FIN	PRC	Approved	FI	N/A	N/A
382-QAS-03-PRC-907607	Bank Reconciliation Procedure	V01.00	FIN	PRC	Approved	FA	N/A	N/A
382-QAS-03-PRC-907616	TCH Adjustments Reporting Reconciliation Procedure	V01.00	FIN	PRC	For Approval	FA	N/A	N/A
382-QAS-03-PRC-907617	VPC Adjustments Reporting Reconciliation	V01.00	FIN	PRC	Not Approved	FA	N/A	N/A
382-QAS-04-PRC-901453	Sub-contractor Management Procedure	V02.00	LEG	PRC	Approved	FA	N/A	N/A
382-QAS-05-PRC-900108	Invitation to tender	V01.00	Procurement	PRC	Deemed Approval	FR	N/A	N/A
382-QAS-05-PRC-900121	Facilities Management Helpdesk Operations Procedure (Superceded by	V06.00	Procurement	PRC	For Approval	FA	N/A	N/A
382-QAS-05-PRC-900122	Electronic Maintenance Management Systems Procedure (Blacklined)	V06.00	Procurement	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-05-PRC-900123	Asset Management Procedure	V10.00	Procurement	PRC	Approved	FA	N/A	N/A
382-QAS-05-PRC-900123	Asset Management Procedure	V09.00	Procurement	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-05-PRC-900124	Planned, Corrective abd Breakdown Maintenance Procedure	V08.00	Procurement	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-05-PRC-900127	Technical Services Procedure	V03.00	Procurement	PRC	Approved	FA	N/A	N/A
382-QAS-05-PRC-900469	Maintenance Contractor Access to Facilities(Obsolete QCR00317)	V03.00	Procurement	PRC	For Information	FI	N/A	N/A
382-QAS-05-PRC-902500	Facility Inspection Procedure	V02.00	Procurement	PRC	For Information	FI	N/A	N/A
382-QAS-05-PRC-902502	Hot Work Procedure	V02.00	QESH	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-902407	User Access Management Procedure	V04.00	IT	PRC	Approved	FA	N/A	N/A
382-QAS-06-PRC-902472	SAM Management procedure	V03.00	IT	PRC	Not Approved	FA	N/A	N/A
382-QAS-06-PRC-902724	SAM Safe Management Procedure	V02.00	IT	PRC	Approved	FA	N/A	N/A
382-QAS-06-PRC-902740	Service Desk Procedure	V04.00	IT	PRC	For Approval	FA	N/A	N/A
382-QAS-06-PRC-902828	AccountID and ClietID Sequence Gaps Review	V02.00	IT	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-06-PRC-903199	GORT Database Support Access Rights Procedure	V03.00	IT	PRC	Approved	FA	N/A	N/A
382-QAS-06-PRC-904096	Configuration Management Database (CMDB) Procedure for Asset Mar	V01.00	IT	PRC	Not Approved	FR	N/A	N/A
382-QAS-06-PRC-904097	Physical Asset Verification Procedure	V04.00	IT	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-06-PRC-904104	PCI-DSS SAT Test Procedure + Annexure A	V01.00	IT	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-06-PRC-904112	Moving Assets Procedure	V04.00	IT	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-06-PRC-904972	User Access Management Procedure for Non ETC-Employees	V02.00	IT	PRC	Approved	FA	N/A	N/A
382-QAS-06-PRC-905250	GARP Dalpark HFAT Procedure	V01.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-905251	GARP Rivonia HFAT Procedure	V01.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-905252	GARP COC HFAT Procedure	V01.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-905445	GARP VPC Storage HFAT Procedure	V03.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-905583	GARP Fortinet HFAT Procedure + Appendix B1 + B2	V01.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRC-905592	Fortinet Core Firewall Replacement Report - Dalpark	V01.00	IT	PRC	For Information	FI	N/A	N/A
382-QAS-06-PRS-901709	Tariff Setting QA Process	V02.00	IT	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-06-PRS-903953	Individual Asset Movement Process	V02.00	IT	PRS	Approved	FR	N/A	N/A
382-QAS-06-PRS-903954	Multiple Asset Movement Process	V03.00	IT	PRS	Approved	FR	N/A	N/A
382-QAS-06-PRS-906519	Less60 Trandactions On Multiple Invoices Duplicate Invoices	V01.00	IT	PRS	Not Approved	FA	N/A	N/A
382-QAS-06-WIS-902776	Ticket Prioritisation Work Instruction	V02.00	IT	WIS	approved	FA	N/A	N/A
382-QAS-06-WIS-903202	Ticket Quality Assistance	V01.00	IT	WIS	Approved	FA	N/A	N/A
382-QAS-06-WIS-904137	Service Desk Decision Tree	V03.00	IT	WIS	approved	FA	N/A	N/A
382-QAS-06-WIS-904383	Acquisition Process in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904384	Register a new Product in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904385	Receiving of New Asset in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904386	Installation / Commissioning of New Assets in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904387	Track Movements Of Assets in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904388	Asset Inventory Auditing in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904389	Disposal of Assets in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904390	Maintenance of Key Data Tables in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904391	Specification of new Products in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904392	Maintenance of Stock in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904393	Register a new Asset in the AMS	V01.00	IT	WIS	For Review	FR	N/A	N/A
382-QAS-06-WIS-904752	Maintenance Strategy	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904753	Annual Maintenance Planning	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904754	Periodic Maintenance Re-forecasting	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904755	Actual Progress Tracking	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904757	Creating Work Orders	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904758	Editing Work orders	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904759	Asset Task Re-Scheduling	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-904760	Weekly Schedules progress tracking	V01.00	IT	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-06-WIS-905210	Capture new Asset on CatScan	V01.00	IT	WIS	For Information	FI	N/A	N/A

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382-QAS-06-WIS-906427	AMS - MiCat Asset Movement	V01.00	IT	WIS	Approved	FR	N/A	N/A
382-QAS-06-WIS-906428	AMS - MiCat Asset Verification	V01.00	IT	WIS	Approved	FR	N/A	N/A
382-QAS-06-WIS-906429	EMMS - MiCat updating Asset Units	V01.00	IT	WIS	Approved	FR	N/A	N/A
382-QAS-06-WIS-906430	EMMS - MiCat Work Order editing & Closing	V01.00	IT	WIS	Approved	FR	N/A	N/A
382-QAS-07-PRC-901008	Standing Security Procedures	V01.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-901134	Security risk management Procedure	V02.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-901268	Access Control Procedure	V03.00	SEC	PRC	For Approval	FA	N/A	N/A
382-QAS-07-PRC-901269	Asset Movement Procedure	V01.00	SEC	PRC	For Information	FI	N/A	N/A
382-QAS-07-PRC-901271	Incident Reporting and Investigation Procedure	V01.00	SEC	PRC	For Information	FI	N/A	N/A
382-QAS-07-PRC-901272	Security Serices Procedure	V03.00	SEC	PRC	For Approval	FA	N/A	N/A
382-QAS-07-PRC-901276	Security Protection Procedure	V02.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-901282	Security incidents Procedure	V02.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-901283	Powers of Arrest Procedure	V01.00	SEC	PRC	For Information	FI	N/A	N/A
382-QAS-07-PRC-901285	Fire Arms Management Procedure	V01.00	SEC	PRC	For Information	FI	N/A	N/A
382-QAS-07-PRC-901290	Key Management Procedure	V02.00	SEC	PRC	For Approval	FI	N/A	N/A
382-QAS-07-PRC-901299	Security Systems Procedure	V01.00	SEC	PRC	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRC-901312	Physical Security Procedure	V02.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-901314	Security communication Procedure	V02.00	SEC	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRC-903126	SCADA Telephone Use Process	V02.00	SEC	PRC	For Approval	FA	N/A	N/A
382-QAS-07-PRC-903959	Security Infrastructure and Maintenance Reporting Procedure	V01.00	SEC	PRC	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-902275	Road Side Sites Access	V04.00	SEC	PRS	approved	FR	N/A	N/A
382-QAS-07-PRS-903059	RSS TG 47 Access to Gantry	V01.00	SEC	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-07-PRS-903122	SCADA Alarm Handling Process	V02.00	SEC	PRS	FOR Approval	FA	N/A	N/A
382-QAS-07-PRS-903123	Call Logging Process	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903125	SCADA Protea Coib Rscort Vehicles	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903208	SCADA Hand Over Process	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903232	Alarm and Intercom Testing Process	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903562	RSS Report Process	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903617	Room Contamination by Air	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903618	Strike and Protest Action Process	V02.00	SEC	PRS	For Approval	FA	N/A	N/A
382-QAS-07-PRS-903621	Security Personnel Responsibility for Emergency Evacuation	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903622	Suspicious Parcels, Packages and Vehicles	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903624	Receiving of Bomb Threats	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-903881	Security Mail Collection Process	V02.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-07-PRS-905734	After hour visits	V03.00	SEC	PRS	For Approval	FA	N/A	N/A
382-QAS-07-PRS-907307	Macado Gantry Access	V01.00	SEC	PRS	For Approval	FA	N/A	N/A
382-QAS-07-WIS-906222	SCADA Equipment Communication Testing Work Instruction	V01.00	SEC	WIS	For Information	FI	N/A	N/A
382-QAS-09-PRC-900403	Recruitment Procedure	V03.00	HR	PRC	Approved	FA	N/A	N/A
382-QAS-09-PRC-900440	Skills Audit Process and Procedure	V01.00	HR	PRC	Approved	FA	N/A	N/A
382-QAS-09-PRC-900940	Skills Audit Procedure	V02.00	HR	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-GEN-906347	Operator Debt Functional Specification CMP_E2E_FS_ORT 123_OD01	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-900981	Key Accounts Operational Communication Procedure	V09.00	OPS	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRC-900981	Key Accounts Operational Communication Procedure (Continuation)	V16.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-901519	KPI ORT-100 Degraded Mode Analysis	V01.00	OPS	PRC	Not Approved	FR	N/A	N/A
382-QAS-11-PRC-901619	Logistics Retailer - Operational Communications Procedure	V02.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-902882	Generator Refurbishment - Engine Load Testing Procedure	V01.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-903582	Interaction with Law Enforcement Agencies Procedure	V01.00	OPS	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRC-903625	KPI-E2E-Submission - ORT-100	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903626	Contract Performance Management – End-to-End Functional Specificat	V07.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903627	Contract Performance Managemen ORT-102 Tolling Points – performan	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903628	Contract_Performance_Management-_ORT_103_E2E_FS	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903629	Contract_Performance_Management-CPM_E2E_FS_ORT 104	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903630	ORT 105 Internet Services Availability (TCH)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903631	ORT 106 Internet Availability (VPC)	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903632	ORT-107 Transaction Records submitted to TCH – timeliness	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903633	Contract_Performance_Management-_ORT_108_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903634	ORT 109 VPC Process - Availability	V05.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903635	Contract_Performance_Management-_ORT_110_E2E_FS	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903636	ORT 111 Support Process to Mobile Policing - availability	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903637	ORT-112 Mobile policing vehicles - availability	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903638	ORT-113 Compliance with Employers Performance Reporting Requirem	V03.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-QAS-11-PRC-903639	ORT-114 Compliance with Employers Accounting Reporting Requirements	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903640	ORT 200 Transaction Record Management Process - availability	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903641	ORT 203 E2E FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903642	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903643	ORT 121 Evidential Store Availability	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903644	ORT 122 Change Reconciliation and Reporting Processes - availability	V05.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903645	ORT_123_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903646	ORT_124_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903647	ORT_125_E2E_FS	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903648	Contract Performance Management – End-to-End Functional Specification	V06.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903649	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903650	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903651	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903652	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903653	CPM_E2E_FS_ORT 131	V01.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-903654	CPM_E2E_FS_ORT 132	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903655	ORT-134 Valid Customer Complaints - Proportion	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903656	ORT 135 SMS Service Availability	V05.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903657	ORT-136 Account Registration Processing - Accuracy	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903661	ORT_140_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903662	Contract Performance Management - E2E FS ORT-238	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903663	ORT_241_E2E_FS	V04.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-903664	CPM_E2E_FS_ORT 323	V01.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-903665	ORT_326_E2E_FS	V04.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-903666	ORT-332 Internet average response time: VPC	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903667	CPM_E2E_FS_TCH 201 Tags Ready for Service	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903668	CPM_E2E_FS_TCH 202	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903669	Contract_Performance_Management-_TCH_204_E2E_FS	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903670	ORT-205 Compliance with Employers Performance Reporting	V03.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-903671	TCH-206 Compliance with Employers Accounting Reporting	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903672	Contract Performance Management E2E FS TCH-220	V03.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-903673	TCH-221 Rejection of Compliant Transaction Records	V05.00	OPS	PRC	Approval	FA	N/A	N/A
382-QAS-11-PRC-903673	CPM_E2E_FS_TCH 221	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903674	TCH-222 Account Update - Timeliness	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903675	TCH-252 Account Update - Timeliness (Manual pairing of payments)	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903676	TCH-223 Transaction Records submitted to VPC – timeliness	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903677	TCH-224 Tag channel management	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903679	Contract Performance Management – End-to-End Functional Specification	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903681	TCH-228 Enquiry processing (Internet)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903682	TCH-229 Enquiry & Complaint processing (postal)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903683	TCH-230 Enquiry and payment request processing (SMS)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903684	Contract Performance Management - E2E FS TCH-231	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903685	TCH-232 Complaint processing (Internet)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903686	TCH-233 Processing of complaints received from POP Customer Service	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903687	TCH-234 Refund request processing turnaround time (call centre)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903688	TCH-235 Refund request processing turnaround time (Internet)	V06.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903689	TCH-236 Refund request processing turnaround time (postal)	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903690	TCH-237 E2E FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903691	Contract Performance Management – End-to-End Functional Specification	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903692	Contract Performance Management E2E Functional Specification KPI T	V01.00	OPS	PRC	Approval	FA	N/A	N/A
382-QAS-11-PRC-903693	TCH_242_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903694	CMP_E2E_FS_TCH 244	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903695	CMP_E2E_FS_TCH 245	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903698	TCH_248_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903699	CMP_E2E_FS_VPC-300	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903707	Contract Performance Management – End-to-End Functional Specification	V02.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-903708	Contract Performance Management – End-to-End Functional Specification	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903709	Contract Performance Management E2E FS VPC-320 No data loss	V02.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-903710	VPC-321 Rejection of Compliant Transaction Records	V07.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903711	VPC-322 Processing of Nominations and Representations during debt c	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903714	End-to-End Functional Specification VPC-328 Enquiry Processing (Inter	V02.00	OPS	PRC	Approved	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-QAS-11-PRC-903715	VPC-329 Enquiry & Complaint Processing (Postal)	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903716	VPC-330 Enquiry & Complaint Processing (Internet)	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903717	VPC-331 Processing Complaints Received from POP Customer Service	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903718	VPC-333 Call abandon rate, including IVR calls held pending transfer to	V05.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903719	VPC-334 Functional Specification Submission	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903722	VPC_337_E2E_FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903723	TCH 207 E2E FS	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-903724	Contract_Performance_Management-_TCH_249_E2E_FS	V03.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-903725	Contract_Performance_Management-_TCH_250_E2E_FS	V02.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-903727	Interface Control Document TCH DWH - KARS System	V01.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-904861	Public Transporter (Taxis) Phase 2 Operational Communication Proced	V04.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-905032	Debt Recovery Call Scripts 60% New Dispensation	V01.00	OPS	PRC	For Information	FI	N/A	N/A
382-QAS-11-PRC-905678	NGO and NPO Operational Communication Procedure	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-905679	Rebates Operational Communication Procedure	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-905681	Adapted Vehicles Operational Communication Procedure	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-905875	Financial Adjustments Procedure	V02.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-906060	ETC Depot Emergency Repairs Procedure	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906085	VAT on Payment Basis Procedure	V04.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-906195	Firefighting and RTMC Vehicles Operational Communication Procedure	V02.00	OPS	PRC	Approved	FA	NA	NA
382-QAS-11-PRC-906281	TCH-240 – OD01 - KAH's Management fee	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906282	TCH-240 – OD02 - KAH's Interest fee	V02.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-906284	CPM_OD_FS_ORT 101-OD01	V03.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906285	Operator Debt Functional Specification CMP_E2E_FS_ORT 100_OD01	V01.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-906286	Operator Debt Functional Specification CMP_E2E_FS_ORT-120 – OD0	V02.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-906465	Operator Debt KPI FS ORT-102 – OD01 - Tolling point performance	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906646	VPC Hyphen Payments Procedure	V01.00	OPS	PRC	Not Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-906658	VPC-CRM- Payment Reconciliation	V01.00	OPS	PRC	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRC-906685	Contract Performance Management – End-to-End Functional Specificat	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906689	Contract Performance Management – Operator Debt Functional Specifi	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906690	Contract Performance Management – Operator Debt Functional Specifi	V02.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-906692	Contract Performance Management – Operator Debt Functional Specifi	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906781	CPM_E2E_FS_ORT 138	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906782	CPM_E2E_FS_TCH 246	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906783	CPM_E2E_FS_TCH 251	V02.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906784	CPM_E2E_FS_VPC 335	V01.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-906821	CPM End-to-End Functional Specification VPC-307 Customer Service C	V01.00	OPS	PRC	Approved	FI	N/A	N/A
382-QAS-11-PRC-907220	TCH/VPC Interface reconciliation procedure	V01.00	OPS	PRC	For Approval	FA	N/A	N/A
382-QAS-11-PRC-907750	TCH VPC Interface Financial Reconciliation procedure (ASA3 Item 16)	V02.00	OPS	PRC	For Information	FI	N/A	N/A
382-QAS-11-PRC-907751	End to End Reconciliation Monitoring	V02.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-907791	Financial Reporting Completeness Procedure	V01.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-940039	Toll Agency (BPCC) - Operational Communications Procedure	V01.00	OPS	PRC	Not Approved	FA	N/A	N/A
382-QAS-11-PRC-940045	Exempt (SAPS and METRO POLICE) Operational Communication Proc	V08.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-940045	Exempt (SAPS and METRO POLICE) Operational Communication Proc	V09.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-940048	Emergency Service Vehicles Operational Communication Procedure	V08.00	OPS	PRC	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRC-940048	Emergency Service Vehicles Operational Communication Procedure	V11.00	OPS	PRC	Approved	FA	N/A	N/A
382-QAS-11-PRC-940070	Public Transporter (Taxi's) Phase 1	V08.00	OPS	PRC	For Information	FI	N/A	N/A
382-QAS-11-PRS-900398	Performance Report Preparation and Submission to Employer	V03.00	OPS	PRS	Conditionally Approved	FA	V2 B2a 3.1.4.1.2 & 4.2	Operations & Maintenance Plan
382-QAS-11-PRS-901497	KPI Reporting,ORT, TCH, VPC Performance Monitoring.	V01.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-902369	Process Clarification - Technical Loss Transaction	V07.00	OPS	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-11-PRS-902477	Sending Ad hoc Bulk Email Communication	V01.00	OPS	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRS-902478	Sending Ad hoc Bulk SMS Communication	V01.00	OPS	PRS	For Information	FI	N/A	N/A
382-QAS-11-PRS-903134	SCADA Call Logging with Facilities	V01.00	SEC	PRS	Conditionally Approved	FA	N/A	N/A
382-QAS-11-PRS-905402	ERP V.9.4 Monthly Work Around	V01.00	OPS	PRS	For Approval	FA	N/A	N/A
382-QAS-11-PRS-905726	ERP V 9.4.17 Work Around (Bi-annual)	V03.00	OPS	PRS	Approved	FI	N/A	N/A
382-QAS-11-PRS-905798	Solve Direct Access for Toll Agencies	V01.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-905842	MPV Rotation Between Depots for Operational Requierements	V01.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-905946	Less60 Migration: Payments	V02.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-905947	Less60 Migration: Duplicate Credit Notes	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905947-002	Annexure: Less60 Migration: Duplicate Credit Notes	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-905948	Less60 Migration: Duplicate Payments	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905948-002	Annexure: Less60 Migration: Duplicate Payments	V01.00	OPS	PRS	For Review	FR	N/A	N/A

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382-QAS-11-PRS-905949	Less60 Migration: Unreconciled Payments	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905949-002	Annexure: Less60 Migration: Unreconciled Payments	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-905953	Less60 Nominations	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-905986	Less60 Process: Apply Payments SubProcess	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905987	Less60 Migration: TCH Debt Sent In Error	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905987-002	Annexure: Less60 Migration: TCH Debt Sent In Error	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-905991	Balance Inquiry Portal Process	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905992	Less60 ETC System Data Verification	V01.00	OPS	PRS	Not Approved	FI	N/A	N/A
382-QAS-11-PRS-905999	Less60 Representations on Accounts	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906000	Less60 KA Auto Noms Verification	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906003	Less60 Auto Noms Verification	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906004	Less60 Exempt_Data	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906004-002	Annexure: Less60 Exempt Data	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906017	Less60 Migration Rebalance Account Annexure	V01.00	OPS	PRS	For Approval	FA	N/A	N/A
382-QAS-11-PRS-906018	Less60 Free Passage Investigation	V01.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906018-002	Annexure: Less60 Free Passage Investigation	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906091	Duplicate and Cloned VLN	V03.00	OPS	PRS	Not Approved	FA	N/A	N/A
382-QAS-11-PRS-906231	Preliminary Summons - Allocation of Work	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906232	Preliminary Summons Index	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906233	Preliminary Summons - TCH Report for Prelim	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906234	Preliminary Summons - VPC Communications	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906235	Preliminary Summons - Register for Prelim	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906236	Preliminary Summons - Lithotech	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906238	Preliminary Summons - Completion	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906240	Preliminary Summons - Financial Documents	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906241	Preliminary Summons - Images	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906242	Preliminary Summons - eNatis Report	V01.00	OPS	PRS	For Review	FR	N/A	N/A
382-QAS-11-PRS-906249	Interest Calculation Process	V01.00	OPS	PRS	Approved	FI	N/A	N/A
382-QAS-11-PRS-906250	Management Fee Process	V01.00	OPS	PRS	For Information	FA	N/A	N/A
382-QAS-11-PRS-906279	Tag life cycle monitoring	V01.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-906518	Handling of 3G Devices	V02.00	OPS	PRS	Approved	FA	N/A	N/A
382-QAS-11-PRS-906549	To Retrieve the Account Balance on Internal Website	V01.00	OPS	PRS	For Approval	FA	N/A	N/A
382-QAS-11-PRS-906558	Bakwena Legacy Tags Process	V01.00	OPS	PRS	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRS-906738	Settlements of Legal Actions Process	V01.00	OPS	PRS	For Approval	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-PRS-940055	Corporate Engagement Process	V01.00	OPS	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRS-940059	Corporate Engagement Process	V01.00	OPS	PRS	Deemed Approval	FA	N/A	N/A
382-QAS-11-PRS-950108	Transaction Write Off / Flagging during the CPA process	V01.00	OPS	PRS	Not Approved	FR	N/A	N/A
382-QAS-11-REP-900457	KPI Formulas (Clean & Blacklined)	V09.00	OPS	PRC	Not Approved	FA	V2 B1,Part 2 A.5.2.4.2	Functional Specifications
382-QAS-11-REP-900457	KPI Formulas (Clean & Blacklined) Continuation	V16.00	OPS	PRC	Not Approved	FR	V2 B1,Part 2 A.5.2.4.2	Functional Specifications
382-QAS-11-REP-900457	KPI Formulas (Clean & Blacklined) Continuation	V19.00	OPS	PRC	Approved	FA	V2 B1,Part 2 A.5.2.4.2	Functional Specifications
382-QAS-11-WIS-904764	E2E Daily Reconciliation Work Instruction	V01.00	OPS	WIS	Not Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-QAS-11-WIS-906019	New Dispensation 2A&B – Call Centre	V01.00	OPS	WIS	Conditionally Approved	FA	N/A	N/A
382-QAS-11-WIS-940034	911 Scripts Version Toll Commencement Date April	V01.00	OPS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-11-WIS-940075	ORT Daily and Monthly Reconciliation	V01.00	OPS	WIS	Conditionally Approved	FA	N/A	N/A
382-QAS-11-WIS-940076	TCH Daily and Monthly Reconciliation	V01.00	OPS	WIS	Conditionally Approved	FA	N/A	N/A
382-QAS-11-WIS-940077	VPC Daily and Monthly Reconciliation	V01.00	OPS	WIS	Conditionally Approved	FA	N/A	N/A
382-QAS-12-PRC-900343	Facility transfer of possession	V02.00	FAC	PRC	For Approval	FA	N/A	N/A
382-QAS-12-PRC-900344	Specialised Maintenance Procedure	V04.00	FAC	PRC	FOR Approval	FA	N/A	N/A
382-QAS-12-PRC-903603	Communication Theft and Vandalism of Power Cables at Toll Gantries	V02.00	FAC	PRC	For Approval	FA	N/A	N/A
382-QAS-12-PRC-904202	Generator Test Procedure	V01.00	FAC	PRC	Approved	FA	N/A	n/A
382-QAS-12-PRS-904481	Sanral Alarm Problem Reporting to ETC	V01.00	FAC	PRS	Conditionally Approved	FR	N/A	N/A
382-QAS-12-WIS-905014	Site Inspections Mains Failure Test	V01.00	FAC	WIS	Deemed Approval	FR	N/A	N/A
382-QAS-12-WIS-905044	Dummy Test on Generator	V01.00	FAC	WIS	FOR Approval	FA	N/A	N/A
382-QAS-12-WIS-907794	Testing of Novac Gas Suppression System	V01.00	FAC	WIS	For Information	FI	N/A	N/A
382-QAS-14-WIS-90162	ORT-326 VPC Repair Time Compliance VPC + ORT-332 Internet Averaging	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-90164	TCH-201 Tags ready for service	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902122	ORT-100 Tolling Point Availability	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902123	ORT-101 Evidential Recors Submitted to the TCH	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902124	ORT-102 Tolling Points - Performance I	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902125	ORT-103 Tolling Points - Performance II	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902127	ORT-105 Internet Services - TCH	V02.00	QAS	WIS	Approved	FA	N/A	N/A

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382-QAS-14-WIS-902128	ORT-106 Internet Services - VPC	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902129	ORT-107 Transaction Records Submitted to TCH	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902130	ORT-108 Charging and Charge Reconciliation Process	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902131	ORT-109 VPC Process	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902132	ORT-110 Data Process to Toll Agencies - Availability	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902133	ORT-110 Data Process to Toll Agencies - Availability	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902134	ORT-112 Mobile Policing Vehicles - Availability	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902135	ORT-113 ORT Performance Reporting Requirements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902136	ORT-114 Account Reporting Requirements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902137	ORT-120 No Data Loss	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902138	ORT-121 Evidential Store Availability	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902139	ORT_122_Charge Reconciliation and Reporting Process	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902140	ORT-123 Security Key Changes	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902141	ORT-124 Maintenance - Score Card	V02.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902142	ORT-125 ORT Repair Time Compliance	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902143	ORT-126 VOSI Reporting - Timeliness	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902144	ORT-127 Automatic Vehicle Classification Accuracy	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902145	ORT-128 ANPR Capture Rate	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902146	ORT-129 ANPR Trigger Rate	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902147	ORT-130 Correct Read Rate	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902148	ORT-131 DSRC Capture Rate	V02.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902149	ORT-132 Vehicle Framing - Accuracy	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902150	ORT-134 Vlid Customer Complaints - Proportion	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902151	ORT-135 SMS Service Availability	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902152	ORT-136 Account Registration Processing - Accuracy	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902153	ORT-137 Account Registration Processing - Timeliness- Availability	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902156	ORT-140 Contract Performance Management	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902157	ORT_115_(200)_Transaction Record Management Process	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902158	ORT-203 Account Management Processes TpPoP Customer Service F	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902159	ORT-238 Internet Average Response Time TCH	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902160	ORT-241 TCH Repair Time Compliance	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902161	ORT-323 Average Response Time To a Mobile data request from MPV	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902163	ORT-332 Internet average response time - VPC	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902165	TCH-202 Call Centre Service Availability TCH	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902166	TCH_204_TCH Statement/Invoices Accuracy	V02.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902167	TCH-205 TCH Performance Reporting Requirements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902168	TCH-206 TCH Account Reporting Requirements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902169	TCH_220_No data Loss	V03.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902170	TCH_221_Rejection of compliant transaction records	V03.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902171	TCH_222_Account Update Timelines	V03.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902172	TCH_223_Transaction Records submitted to VPC-timeliness	V03.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902173	TCH-224 Tag channel management	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902174	TCH-225 Account registration (postal) availability	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902175	TCH-226 Call abandon rate, including IVR calls held pending transfer to	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902176	TCH_227_Discount and Exemption Processing	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902177	TCH-228 Enquiry Processing (Internet)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902178	TCH-229 Enquiry Processing (Postal)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902179	TCH-230 Complaint Processing (SMS)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902180	TCH-231 Event Notification	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902181	TCH-232 Complaint Processing (Internet)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902182	TCH-233 Complaint Processing (POP)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902183	TCH-234 Refund Processing (CallCentre)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902184	TCH-235 Refund Processing (Internet)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902185	TCH-236 Refund Processing (postal)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902186	TCH_237_Call queuing time, including IVR calls held pending transfer to	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902187	TCH-239 TCH Average holding time to POP CS	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902188	TCH-240 Depatchng of Invoices and Statements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902189	TCH-242 Availability of Security Key Processes	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902190	TCH-244 Publishing of Updated VOSI List	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902191	TCH-245 Call Centre LOS - blocked calls during peak	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902192	TCH-246 Customer Satisfaction Scorecard	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A

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382-QAS-14-WIS-902193	TCH-247 Tactical Marketing LOS Scorecard	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902194	TCH-248 Contract Performance Management Scorecard	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902195	VPC-300 Proportion of Invoices issued within 20 days	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902196	VPC-301 Proportion of final invoices issued within 30 days	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902197	VPC-302 Proportion of Infringement Notice Issued Within 30 days	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902198	VPC-303 Violation Processing System to Pursue the AARTO Process A	V01.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902199	VPC-304 Rejection of Transaction Records by a Peace Oddicer or Toll	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902200	VPC-305 Invoice, Final Invoices and Infringement Notices During the A	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902201	VPC-306 Invoices, Final Invoices and Infringement notices accuracy	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902202	VPC-307 Call Centres Service Availability	V02.00	QAS	WIS	Not Approved	FA	N/A	N/A
382-QAS-14-WIS-902203	VPC-308 VPC Performance Reporting Requirements	V02.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902204	VPC-309 VPC Accountt reporting Requirements	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902205	VPC-320 No Data Loss	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902206	VPC-321 Rejection of compliant transaction records	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902207	VPC-322 Processing of nominations and representations during debt co	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902208	VPC-324 Response to Nominations Received from NaTIS	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902209	VPC-327 Call Centre Level of Sevice	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902210	VPC-328 Enquiry Processing Internet	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902211	VPC-329 Enquiry & Complaint Processing (Postal)	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902212	VPC-330 Complaint Processes (Internet)	V02.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902213	VPC-331 Processing of Complaints Received from POP Customer Serv	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902214	VPC-333 Call Abandon Rate, including IVR Calls held pending transfer	V01.00	QAS	WIS	Approved	FA	N/A	N/A
382-QAS-14-WIS-902215	VPC-334 Call Queing time, Including IVR Calls held pending transfer to	V01.00	QAS	WIS	approved	FA	N/A	N/A
382-QAS-14-WIS-902216	VPC-335 Customer Satisfaction	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902217	VPC-336 Tactical Marketing Programme	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902218	VPC-337 Contact Performance Management	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902356	ORT Performance Report Submission	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902357	TCH Performance Report Submission	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-QAS-14-WIS-902358	VPC Performance Report Submission	V01.00	QAS	WIS	Deemed Approval	FA	N/A	N/A
382-RSS-01-PRC-200055	Road / lane Closure Procedure	V04.00	RSS	PRC	Deemed Approval	FA	V2 B4a 2.5.3	Method Statements
382-RSS-01-PRC-200290	Corrective actions for RSS events	V02.00	RSS	PRC	Not approved	FA	N/A	N/A
382-RSS-01-PRC-200356	RSS SAT Top-up Procedure	V01.00	RSS	PRC	For Information	FI	N/A	N/A
382-RSS-01-PRC-200400	RSS Maintenance	V07.00	RSS	PRC	Approved	FA	N/A	N/A
382-RSS-01-PRC-200704	Maintenance_DSRC_NRG WP02-256_02	V08.00	RSS	PRC	For approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200705	Maintenance_MTC_NRG WP02-257-02	V07.00	RSS	PRC	Not approved	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200706	Maintenance_Plan_NRG_WP02-258_02	V08.00	RSS	PRC	For approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200707	Maintenance_RSS_Framework_NRG-WP02-259_02	V08.00	RSS	PRC	For Approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200708	Maintenance_StationController_NRG-WP02-255_002	V07.00	RSS	PRC	For Approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200709	Maintenance_VDC_NRG-WP02-253_02	V08.00	RSS	PRC	For Approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200710	Maintenance_VR-NRG-WP02-254_02	V08.00	RSS	PRC	For Approval	FA	V1.B2.3.1.1.6	Maintenance manuals
382-RSS-01-PRC-200819	RSS Alternative Unit Replacement Procedure	V07.00	RSS	PRC	FOR Approval	FA	N/A	N/A
382-RSS-01-PRC-200821	RSS Solve direct call logging procedure	V01.00	RSS	PRC	For Approval	FA	N/A	N/A
382-RSS-01-PRC-200827	RSS Preventive Maintenance Procedure	V01.00	RSS	PRC	for approval	FA	N/A	N/A
382-RSS-01-PRC-200879	RSS Unit replacement procedure	V02.00	RSS	PRC	approved	FA	N/A	N/A
382-RSS-01-PRC-210175	Audit Log Review Procedure	V01.00	RSS	PRC	Deemed Approval	FA	N/A	N/A
382-RSS-01-PRS-200291	SANS Certification Management	V02.00	RSS	PRS	Deemed Approval	FA	N/A	N/A
382-RSS-01-PRS-200852	RSS Controlled Restart Management	V02.00	RSS	PRC	Deemed Approval	FA	N/A	N/A
382-RSS-01-PRS-200888	RSS Technical shelter Access Control	V02.00	RSS	PRS	Not approved	FA	N/A	N/A
382-RSS-01-PRS-210152	Workshop equipment quality check	V04.00	RSS	PRS	Not approved	FA	N/A	N/A
382-RSS-01-PRS-210160	RSS Video Recordings Data Collection	V06.00	RSS	PRS	For Information	FI	N/A	N/A
382-RSS-01-PRS-210235	RSS Incident Transaction Loss Estimate	V01.00	RSS	PRS	For Information	FI	N/A	N/A
382-RSS-01-PRS-210268	RSS Restart lost estimate process	V01.00	RSS	PRS	For Information	FI	N/A	N/A
382-RSS-01-WIS-200053	She File Index	V01.00	RSS	WIS	Deemed Approval	FA	V2 B4a 2.5.3	Method Statements
382-RSS-01-WIS-200851	Event Corrective Action Work File	V01.00	RSS	WIS	Deemed Approval	FA	N/A	N/A
382-RSS-01-WIS-200857	Work Instruction - Reporting (Audit Log)	V01.00	RSS	WIS	Deemed Approval	FA	N/A	N/A
382-RSS-01-WIS-200882	RSS Recovery pack update	V02.00	RSS	WIS	Approved	FA	N/A	N/A
382-TCG-01-PRS-401314	Add a Redlist Status on a Vehicle and Tag	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCG-01-PRS-401314	Request for Statement via Email	V01.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRC-400019	Toll Agency Accounts import procedure	V02.00	TCH	PRC	Conditionally Approved	FA	V2 B1,Part 2 A.5.2.4.2	Functional Specifications
382-TCH-01-PRC-400057	Key Account Interface Certification Procedure + Annexure	V01.00	TCH	PRC	Deemed Approval	FA	V2bk4a.2.3.2.1	Test Procedures
382-TCH-01-PRC-400356	Key Account Section 2 Interface Certification	V01.00	TCH	PRC	Deemed Approval	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-TCH-01-PRC-401206	Toll Agency Transaction Reconciliation Process-TCH	V02.00	TCH	PRS	Not Approved	FA	n/a	n/a
382-TCH-01-PRC-401498	Public Transporter Operators - Buses (SABOA)	V08.00	TCH	PRC	Approved	FA	N/A	N/A
382-TCH-01-PRC-401554	Transaction Clearing House VOSI List Management	V08.00	TCH	PRC	For Approval	FA	N/A	N/A
382-TCH-01-PRC-401608	Toll Agency Internal Catastrophic (Disaster) Event Recovery Procedure	V05.00	TCH	PRC	For Approval	FA	n/a	n/a
382-TCH-01-PRC-401618	Key Accounts Test Account Creation Procedure	V01.00	TCH	PRC	Approved	FA	N/A	N/A
382-TCH-01-PRC-401644	Shortage and Surplus Procedure	V07.00	TCH	PRC	For Information	FI	N/A	N/A
382-TCH-01-PRC-401957	Inter Entity Payments Transfer Procedure	V07.00	TCH	PRC	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRC-401973	Key Accounts Adjustment Procedure	V03.00	TCH	PRC	Not approved	FA	N/A	N/A
382-TCH-01-PRC-401982	Extended Discount Inter-Entity Payments Transfer Procedure	V02.00	TCH	PRC	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRC-402016	Key Account Reconciliation Procedure	V05.00	TCH	PRC	Approved	FA	FIDIC Sub-Clause 5.2 [Key Accounts	N/A
382-TCH-01-PRC-402017	TCH Overpayment Refund Procedure	V01.00	TCH	PRC	Conditionally Approved	FA		N/A
382-TCH-01-PRC-402123	Toll Agency Transaction Reconciliation Workaround Procedure	V02.00	TCH	PRC	Not approved	FA	N/A	N/A
382-TCH-01-PRC-402219	Less60 Payment Allocation Process	V01.00	TCH	PRC	Not approved	FA	n/a	n/a
382-TCH-01-PRC-402264	Negotiating Payment Arrangement Procedure	V01.00	TCH	PRC	Not approved	FA	N/A	N/A
382-TCH-01-PRC-402265	Tracking Payment Arrangement Procedure	V01.00	TCH	PRC	Not approved	FA	N/A	N/A
382-TCH-01-PRS-400160	Bakwena Financial Reconciliation Process Description	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-400347	Recording of Tags barcodes at CSO - Logistics	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400348	Identifying the batch location with e-tag barcode - Logistics	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400349	Recording Batches distributed to the retailer - Logistics	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400429	Wrap Up Call and End Communication	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400475	Escalation Process (Inter-departmental)	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400909	Register a New Pre Paid Account	V08.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400910	Register a Credit Card Settlement Account	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400911	Register a Tag in a Bag Account	V08.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400912	Purchase a Day Pass	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400913	Register a Day Pass through a SMS	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400915	Register Exempt Account	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400916	Register Free passage Account	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400917	Manage Account Synopsis	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400918	Top Up Account Manually	V08.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400919	Activate received Tag	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400920	Activate account	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400921	Calculate Minimum Annual Tag Usage Amount (Obsolete QCR 001402)	V05.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400922	Change Account Type From Post –Paid to Pre Paid Account	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400923	Change Day Pass VLN	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400924	Close a Pre Paid	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400925	Edit an Unknown customer (Obsolete QCR 001402)	V05.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400926	Identify and authenticate a customer	V07.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400926	Identify and authenticate a customer	V08.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400927	Manage Account Unit Grey List	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400929	Manage Transaction Tag or VLN discrepancy	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400930	Move or Switch Tag to another Account Unit	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400931	Close a Post Paid or Free Passage Account	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400932	Close Account Unit	V07.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400933	Deactivate a vehicle account unit	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400934	Edit Address	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400935	Process Accounts Units with pending closure	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400936	Process Accounts with pending closure	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400937	Reactivate a vehicle account unit	V06.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400938	Register a general case	V08.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-400938	Register a general case (Continuation)	V09.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400939	Replace a Tag	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400940	Report a stolen Vehicle	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400941	Report or list a lost or stolen Tag	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400942	Report or register a found tag	V05.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400945	Select unpaid trips (Obsolete QCR 001402)	V04.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-400946	Solve a case (ObsoleteQCR 001402)	V03.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400947	Solve and confirm Web account registration (ObsoleteQCR 001402)	V05.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400948	Solve Review Suspended Account task	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400949	Start contact with CTI	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400950	Start contact without CTI	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals

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382-TCH-01-PRS-400951	Validate Full Address	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-400952	View Account Cases	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400953	View Account Comments	V05.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400954	View Account Customer Notifications	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400955	View or Edit Account Data	V05.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400956	View list of pending tasks	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400957	TCH - Return tag to manufacturer	V07.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400958	TCH - Notify tag user of exchange	V03.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400959	TCH - Inventory and stock management	V06.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400960	TCH - Shipment of tag in a bag	V04.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400961	TCH - Tag in a Bag compilation	V06.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400961	TCH - Tag in a Bag compilation	V06.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400962	TCH - Retailer order tag in a bag	V06.00	TCH	PRS	not approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400963	Storage & preparation of consumables for delivery	V04.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400964	TCH - Preparing tag for shipment	V07.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400965	TCH - Storage of consumables	V03.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400966	TCH - Ordering of consumables	V04.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400967	TCH - Receiving and storage of Tags	V08.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400968	TCH - Quality spot checks of Tags	V05.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400968	TCH - Quality spot checks of Tags	V07.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400969	TCH - Ordering of Tags	V07.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400969	TCH - Ordering of Tags	V08.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400970	Bank guarantee handling	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400971	Bank guarantee application	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400972	Bank guarantee reminder	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400973	Charge back process	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400974	Bank query	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400975	Bank communication	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400976	Bank Guarantee Cancellation	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400977	Web Content management	V02.00	TCH	PRS	Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400978	Bulk Upload (track change + clean)	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400979	TCH Operational Reporting	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400980	TCH KPI Reporting	V03.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400981	Vehicle Database Maintenance.	V02.00	TCH	PRS	Not Approved	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400983	Key Account orders Tag and consumables from TCH (New Document)	V09.00	TCH	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400983	Key Account orders Tag and consumables from TCH (New Document)	V10.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-400994	Contingency plan for retail e-tag package registration at CSO/MPS	V01.00	TCH	PRS	Approved	FR	N/A	N/A
382-TCH-01-PRS-401001	Request of Tags and or Consumables from PoP	V08.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401002	View Account Tax Invoices	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401003	View Account Activity History	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401004	View Account Transactions	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401005	View Account Payment Means History	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401006	View list of all cases	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401007	View Account Discount Rules	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401008	View Account Payments	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401009	View Account Statement	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401010	View Account Unit History	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401011	View and reprint VPC Tax Invoices and AARTO Infringements	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401012	View Account VPC Invoices	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401013	View Day Passes status	V01.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401015	Log on & off shift From the Internal Client	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401016	Put a call on hold	V04.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401017	Transfer a call	V05.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401018	Change status on the Interaction Client	V05.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401020	Web site error	V05.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401021	Poor Service Complaint Handling Process	V06.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401022	Toll Equipment Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401023	Retailer Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401024	IVR Complaint Handling Process	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401026	Website Functionality Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401027	Newsletter Complaint Handling Process	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-TCH-01-PRS-401028	Tag Availability Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401029	Tag Delivery Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401030	Tag Quality Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401031	Statement Receipt Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401032	Incorrect Statement Contact Details Complaint Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401033	Dispute Content Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401034	Incorrect Pending Transactions Complaint Handling Process	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401035	Account Unit Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401036	Vehicle Classification Complaint Handling Process	V05.00	TCH	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401037	Day Pass Complaint Handling Process	V04.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401048	Incorrect Balance Complaint Handling	V05.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401054	Double debit Complaint Handling	V04.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401056	Incorrect Deduction Handling	V05.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401060	Quality Calibration	V04.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401061	Quality Escalation	V06.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401062	Quality Evaluation	V04.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401063	Quality Feedback	V05.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401064	Quality Report	V04.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401066	Reply to Fax Query via Fax (Obsolete)	V04.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401070	Solve an enquiry CRM	V05.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401071	View Pending tasks CRM - Copy	V02.00	TCH	PRS	Approved	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401072	View all cases CRM	V04.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401073	Add attachment CRM (Obsolete)	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401074	Add an account unit	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401075	Change Vehicle class	V05.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401076	Update Credit Card Details(Obsolete QCR 001402)	V04.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401077	Change Direct Debit Details	V05.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401080	Change from Credit Card to Manual or Direct Debit	V04.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401081	Changing Status for Break - Non-System Related	V03.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401082	General Enquiry	V04.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401083	Logging General Fault ORT(Obsolete QCR 001402)	V03.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401085	Start of Shift	V06.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401086	View General Cases - Further Escalation	V04.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401088	Change Method of Payment from Direct Debit to Credit Card(Obsolete QCR 001402)	V03.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401089	Accessing Infotek Schedules(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401090	Forecasting Expected AHT(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401091	Forecasting Expected Call Volumes(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401092	Monitoring and Tracking Actual vs Forecast Variance	V04.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401093	Monitoring and Tracking Interval Performance	V01.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401094	Monitoring and Tracking Real Time Adherence (Obsolete)	V03.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401095	WFM Performance Reports CIC	V04.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401096	Retrieving Absenteeism Report(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401097	Retrieving Adherence Report(Obsoete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401098	Retrieving Agent Activity Report	V02.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401100	Retrieving Schedules(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401101	Retrieving Agent Dashboard Report(Obsolete QCR 001402)	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401102	Call Retrieval	V04.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401103	Make a Call	V07.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401104	Add Signatures (Obsolete QCR 001402))	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401107	Credit Card Enquiry Response (Obsolete)	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401109	Enquiry Response via EMS(Obsolete QCR01404)	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401112	Forward Email (Obsolete)	V02.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401132	End of shift	V06.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401133	Allocation of Cases CRM-Web	V03.00	TCH	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401134	Forwarding Email CRM-Web (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401135	TCH Back Office Request for Reports (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401137	WFM Monitoring and Tracking Real-Time Adherence Procedure	V04.00	TCH	PRS	Approved	FI	N/A	N/A
382-TCH-01-PRS-401140	Login to KAR system	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401141	Assign Account Unit	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401144	Assign a Tag to an Account Unit	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401145	Account User Management	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals

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382-TCH-01-PRS-401148	Change and Reset Password	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401151	Assign Roles	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401152	Register a Batch of Tags	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401153	Return a Tag process	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401166	De-Register Key Account's account unit	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401168	Log Out	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401171	Managing a tag Stock File Upload	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401175	Create or Update a Query	V02.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401176	Creating a key account	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401209	Testing of returned Tags	V07.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401210	Tag Forecasting	V06.00	TCH	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401211	Convert Credit Card Settlement Account to Pre-Paid Account	V01.00	TCH	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401221	Close Credit Card Settlement Account Via Web	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401222	Close a Pre-Paid Account via Web	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401223	Register Pre-Paid Account via Post (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401224	Register Pre-Paid Account via Fax (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401225	Register Pre-Paid Account via Email (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401226	Register Credit Card Settlement Account Received via Post (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401227	Register Credit Card Settlement Account Received via Fax	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401228	Register Credit Card Settlement Account Received via Email	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401229	Reminder Process CRM-Web (Obsolete)	V01.00	TCH	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-01-PRS-401232	Deposit to incorrect account complaint	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401236	Contact Centre-Group Registration (5 - 49 and 101 - 299 Account Units)	V03.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401237	Contact Centre-Group Registration (50 - 100 Account Units)	V02.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401238	Group Registration Information Template (Obsolete)	V01.00	TCH	PRS	Deemed Approval	FR	N/A	N/A
382-TCH-01-PRS-401239	Group Registration Tracker	V01.00	TCH	PRS	Not Approved	FA	N/A	N/A
382-TCH-01-PRS-401242	View Transactions	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401243	View Invoices	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401244	View notifications	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401245	View Statements	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401254	Duplicate VLN and different vehicle make complaint process	V03.00	TCH	PRS	Not Approved	FA	N/A	N/A
382-TCH-01-PRS-401255	Stock Ordering for Account Representatives	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401256	Stock Top Up	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401257	Query Resolution	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401259	Identification and Invoicing of Tags	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401260	Payment Process - Transaction File 1	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401261	Irrecoverable Tags	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401262	Delayed Reinstatement of Tags	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401263	Immediate Reinstatement of Tags	V01.00	TCH	PRS	For Approval	FI	n/a	n/a
382-TCH-01-PRS-401264	Individuals Account and Tag Migration to Key Account Holder	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCH-01-PRS-401265	Exempt Application for Public Transporters	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCH-01-PRS-401267	Bakwena Tag Migration	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCH-01-PRS-401272	Web/Call Centre - Make an Outbound call	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401274	Payment Process - Transaction File 2 and 3	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401275	IVR Payment Failure	V02.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401276	Initial Payment	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401277	Duplicate VLN	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401278	Duplicate Identity Number (Obsolete)	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401281	Call Centre Adherence Percentage	V01.00	TCH	PRS	approved	FA	n/a	n/a
382-TCH-01-PRS-401282	Retrieving queue performance report	V01.00	TCH	PRS	approved	FA	n/a	n/a
382-TCH-01-PRS-401283	Retrieving Wrap up codes by Date	V01.00	TCH	PRS	approved	FA	n/a	n/a
382-TCH-01-PRS-401284	Retrieving Average speed of answer	V01.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401285	View toll fees paid	V02.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRS-401286	Anonymous Account	V02.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRS-401287	Pay VPC Invoice	V05.00	TCH	PRS	Deemed Approval	FA	n/a	n/a
382-TCH-01-PRS-401288	Pay Toll Fees for an Unregistered User	V01.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRS-401289	General Enquiry I-Traffic	V04.00	TCH	PRS	Deemed Approval	FA	n/a	n/a
382-TCH-01-PRS-401290	Create a Sub-Account	V02.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRS-401292	Register a Full Pre-Paid Account	V03.00	TCH	PRS	Conditionally Approved	FA	n/a	n/a
382-TCH-01-PRS-401293	Alternate - Return Batch and Tag	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCH-01-PRS-401296	Identify and Authenticate a Road User - Web	V03.00	TCH	PRS	Approved	FA	N/A	N/A

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382-TCH-01-PRS-401297	Web - Making an Outbound Call	V02.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401298	Static Website Content Management	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401300	Convert Credit Card Settlement Account to Pre-Paid Account - via Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401301	Close Account Unit via Web	V04.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401302	Move or switch etag to another account unit via web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401304	Register a Pre-Paid Account via Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401306	Report Lost or Stolen Tag via Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401307	Quality Assessor Performance	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401313	Remove Redlist status from a Vehicle and Tag Process	V01.00	TCH	PRS	For Information	FI	n/a	n/a
382-TCH-01-PRS-401319	Change status on the Interaction Client - web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401321	Add an Account Unit - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401322	Activate received etag - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401325	Change Direct Debit Details - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401326	Change from Credit Card to Manual	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401327	Change Vehicle class - web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401332	Reactivate a vehicle account unit - Web	V04.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401333	Register a General case - web	V04.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401334	Replace an etag - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401335	Report a stolen Vehicle - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401336	Report or register a found etag - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401337	Retrieve or Reset PIN - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401338	Top Up Account Manually - Web	V04.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401340	Validate Full Address - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401341	View General Cases - Further Escalation - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401342	Web site error - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401344	Close a Credit Card Settlement Account or Free Passage Account - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401345	Deactivate a vehicle account unit - Web + Track Change	V05.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401347	Duplicate Identity Number - Web (Obsolete)	V02.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401348	Wrap up Call and End Communication	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401350	Group Registration (5-49and 101 - 299 Account Units) - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401351	Group Registration (50 - 100 Account Units) - Web	V02.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401352	IVR Payment Failure - Web	V02.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401353	Initial Payment process - Web	V02.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS-401354	Duplicate VLN - Web	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401355	Create a Sub-Account - Web	V02.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401359	View Toll Fees Paid - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401362	Request for a Statement via Email - Web	V02.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401363	Register a Credit Card Settlement (etag) - Web	V02.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401365	CRM Bulk Upload (Track change + clean)	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401366	Tag not returned fee complaint process	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401370	Exempt Account Creation Process	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401371	Free Passage Account Creation Process	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401372	Public Entity Case Management Process	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401376	Changes to information	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401378	Service level Forecast	V02.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401379	Logging faults to service desk	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401388	Reply to SMS Query via Telephone	V01.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401390	How to Perform a Spell Check.	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401391	Cloned vehicle and duplicate VLN complaint process (Registration VLN)	V04.00	TCH	PRS	Not approved	FA	n/a	n/a
382-TCH-01-PRS-401393	Cancellation of case process	V01.00	TCH	PRS	Deemed Approval	FA	n/a	n/a
382-TCH-01-PRS-401394	Awaiting external information process	V01.00	TCH	PRS	Deemed Approval	FA	n/a	n/a
382-TCH-01-PRS-401395	Change from Manual means of payments to Credit Card	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-401499	Average Handling Time and Labour Hours	V04.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-401585	e-tag Package Warehouse Investigation Process	V01.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401610	Tags in Customers Warehouse Audit	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401707	Update Credit Card Details via IVR/Call Centre	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-401731	Tag Data Import	V03.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401733	Compilation of e-tag Packages for Retailers	V02.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401734	Toll Agency orders Tags and Consumables from TCH	V03.00	TCH	PRS	approved	FA	N/A	N/A
382-TCH-01-PRS-401735	Receiving and Storage of Returned Tags and Consumables by tch	V03.00	TCH	PRS	FOR Approval	FA	N/A	N/A
382-TCH-01-PRS-401769	Quality Evaluation	V01.00	TCH	PRS	Approved	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-TCH-01-PRS-401770	QA Evaluation - Unlock Cases Web	V01.00	TCH	PRS	Approved	FA	N/A	N/A
382-TCH-01-PRS-401967	Extended Discount Window Promotion Process	V01.00	TCH	PRS	For Information	FI	N/A	N/A
382-TCH-01-PRS401980	Exempt and Free Passage Account - Lost, Stolen and Damaged Tag P	V01.00	TCH	PRS	Conditionally Approved	FA	N/A	N/A
382-TCH-01-PRS-402064	Stock Reconciliation Process	V01.00	TCH	PRS	Deemed Approval	FA	n/a	n/a
382-TCH-01-PRS-402067	Logistics Stock Count Process	V05.00	TCH	PRS	Approved	FA	n/a	n/a
382-TCH-01-PRS-402129	Adhoc Write Off Motivation & Approval	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-402163	Monitoring of Stock Level on Tag Management System	V03.00	TCH	PRS	Not approved	FA	N/A	N/A
382-TCH-01-PRS-402164	Testing Tag Register - Quality Audit	V01.00	TCH	PRS	Not approved	FA	N/A	N/A
382-TCH-01-PRS-402172	Financial Adjustments Toll Agency Process	V02.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-PRS-402201	Tag and VLN Discrepancy Process	V04.00	TCH	PRS	Approved	FA	FIDIC Sub-clause 5.2	Contractor's Documents
382-TCH-01-PRS-402212	Infrequent user discount – Cloned Vehicle transaction complaint	V01.00	TCH	PRS	Not approved	FA	n/a	n/a
382-TCH-01-PRS-402213	Infrequent user discount – Duplicate Vehicle transaction complaint	V01.00	TCH	PRS	Not approved	FA	n/a	n/a
382-TCH-01-PRS-402214	Infrequent user discount – Stolen Vehicle transaction complaint	V01.00	TCH	PRS	Not approved	FA	n/a	n/a
382-TCH-01-PRS-402221	TCH Infrequent user - Adjustments	V02.00	TCH	PRS	Not approved	FA	FIDIC Sub-Clause 5.2	[Contractor's Documents]
382-TCH-01-PRS-402250	Toll Agency Query Resolution Process	V02.00	TCH	PRS	For Approval	FA	n/a	n/a
382-TCH-01-PRS-402262	Tag and Consumables Disposal Process	V02.00	TCH	PRS	For Approval	FA	n/a	n/a
382-TCH-01-REP-400163	TCH- Pre-SFAT Section 2 Executive Summary Report Iteration 3	V01.00	TCH	PRS	Deemed Approval	FA	N/A	N/A
382-TCH-01-REP-401156	Remove tag from Key Account's Account Unit	V03.00	TCH	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-TCH-11-REP-905197	e-toll Tariff Adjustment (CC Scripting)	V01.00	OPS	WIS	For Information	FI	N/A	N/A
382-VPC-01-PRC-500222	VPC Manual Pairing Procedure	V14.00	VPC	PRC	Not Approved	FA	N/A	N/A
382-VPC-01-PRC-500235	MPV Vehicle Policy and Procedure	V02.00	VPC	PRC	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRC-501360	MPV & MPS Hardcat Asset Management and Solve Direct Export Proce	V01.00	VPC	PRC	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRC-501615	TMT Mobile Operations Emergency Procedures and Plan	V01.00	VPC	PRC	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRC-501873	Fuelling of MPV's for GDCS Procedure	V01.00	VPC	PRC	Approved	FA	N/A	N/A
382-VPC-01-PRC-501928	VPC Change Back & Voucher Request Procedure	V04.00	VPC	PRC	For Approval	FA	N/A	N/A
382-VPC-01-PRS-500223	MPS-Quality Assurance and Data Integrity	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500227	MPV Maintenance Shift Handover	V05.00	VPC	PRS	Conditionally Approved	FR	V2B2a4.4.1.4.4	Operations and maintenace procedural manuals
382-VPC-01-PRS-500228	MPV Maintenance in the event of a crash	V05.00	VPC	PRS	Conditionally Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500229	Scheduled Maintenance	V05.00	VPC	PRS	Conditionally Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500230	MPV Maintenance in the event of a breakdown	V05.00	VPC	PRS	Conditionally Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500231	MPV Maintenance delivered in Dalpark	V04.00	VPC	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500232	MPV Maintenance Loss of drivers tag	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500233	MPV Maintenance New/Faulty drivers tag	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500234	MPV Escalation process for outstanding crash/incident documents	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500261	MPV operations: Process in case of a driver Affidavit	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500262	MPV Maintenance: Process for Vehicle operating outside jurisdiction	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500263	MPV Maintenance: Process in case of a Speed Infringement	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500264	MPV Maintenance Escalation for Non-Delivery of vehicle for scheduled	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500282	CPA Refund reconciliation sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500283	CPAUnderpayment/overpayment sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500285	CPA Bank Statement processing and reconciliation sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500286	CPA Internal Payment reconciliation sub-process - MPS, POP, SC	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500287	CPA Petty Cash reconciliation sub-process	V01.00	VPC	PRS	Not Approved(QCR 001386)	FA	N/A	N/A
382-VPC-01-PRS-500288	CPA Credit Card reconciliation sub-process	V01.00	VPC	PRS	Not Approved(QCR 001386)	FA	N/A	N/A
382-VPC-01-PRS-500289	CPA Contempt of Court Payment reconciliation sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500290	CPA Contempt of Court removal sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500291	Supplier Invoice sub-process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-500292	CPA Contempt of Court removal sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500293	Budgeting sub-process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-500294	Internal Auditing	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500295	CPA Reporting sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500302	Transportation of Document sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500303	Internal written Communication sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500304	CPA Court Questionnaire (Administration, Magistrate & Public Prosecu	V02.00	VPC	PRS	Not Approved(QCR 001386)	FR	N/A	N/A
382-VPC-01-PRS-500305	Clerk of the Court Appointment	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500306	Seving Agent / Agency sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500307	Control Register Reconciliation + Annexure: Control Register Sheet	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500310	Loss Rate sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500311	Section 300 Letter su-process	V04.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-500343	Corporate Engagement Process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500345	Evidence Submission sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-VPC-01-PRS-500534	VPC Manual Pairing Process	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500535	VPC Payment Adjustment Process	V07.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-500536	VPC Refund Process	V06.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-500940	Departure from Depot	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500941	Assessing the site for suitability for Operations	V08.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500942	Duplicate Identity of VLN	V02.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500943	VCP Set Up	V06.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500944	MPS Field staff SOS	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500945	Setup, configure start session	V07.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500946	Outstanding violations	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500947	Account registration	V02.00	VPC	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500948	MPS Serves as a customer support role	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500949	Payment of violations	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500950	Road user returns to vehicle	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500951	End of day shut down	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500952	End of session Cash up	V07.00	VPC	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500953	Travel back to designated Depot	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500954	Recon of entire shift (Continued)	V09.00	VPC	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500954	Recon of entire shift	V08.00	VPC	PRS	Not Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500955	Overall handover at Depot	V07.00	VPC	PRS	Not Approved	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500955	Overall handover at Depot	V09.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500956	Debriefing	V05.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500957	Report defects and damages	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500958	In the event of an accident	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500959	In the event of an Attack	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500960	In event of a fire	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500961	Maintenance of vehicle and equipment	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500962	Preventative Maintenance	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500963	written communication	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500964	Radio communication	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500965	Inspection & Handover of Vehicles & Equipment	V06.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500966	Customer service Operational set up	V08.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500980	MPV Field staff start of shift	V05.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500981	MPV Inspection handover and start up session	V06.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500982	MPV Departure from and travel back to Depot	V05.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500986	MPV end of session and hand back at Depot	V06.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-500989	MPV Debriefing	V05.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501002	OPS Intelligence – Mobile Policing Activities	V05.00	VPC	PRS	For Review	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501004	Support Mobile Policing MPV and MPS	V03.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501005	Cash Handling at Depots	V06.00	VPC	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501012	Radio Command and Control	V03.00	VPC	PRS	for Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501013	Vehicle Monitoring of the Fleet	V05.00	VPC	PRS	For Approval	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501015	OPS Intelligence – Intelligence Analysis	V04.00	VPC	PRS	For Review	FR	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501022	OPS Intelligence – Implementation of Operational Strategy	V01.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501024	Shift Manning MPS and MPV	V03.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501030	Vehicle Maintenance Scheduling	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501031	Routine Vehicle Maintenance	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501032	In the event of a breakdown	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501033	Generator Maintenance Scheduling	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501034	Routine Generator Maintenance	V04.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501035	Generator Repairs	V04.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501036	Equipment Replacement	V04.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501037	MPS Equipment Repair	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501038	Equipment Write Off	V04.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501039	Equipment Procurement	V04.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501078	VPC Call Logging	V03.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501082	Float Handling	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501083	Cash in Transit Banking	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501084	Order Tags from TCH	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501085	Logging of Calls	V05.00	VPC	PRS	Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-VPC-01-PRS-501086	Drawing of Reports	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A

Revised Doc Number	Document Title	Latest Rev	System	Doc Type	Status	*Status Code	Contractual Status	F
382-VPC-01-PRS-501100	Manual Number Plate Recognition	V07.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501101	Transaction write off	V05.00	VPC	PRS	for approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501102	Manual Transaction Verification	V03.00	VPC	PRS	approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501103	TPO Adjudication	V02.00	VPC	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501104	Invoice Verification	V06.00	VPC	PRS	for approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501105	VOSI List creation VPC	V08.00	VPC	PRS	For Information	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501105	VOSI List creation VPC	V11.00	VPC	PRS	Not Approved	FI	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501106	KPI Reporting	V02.00	VPC	PRS	Conditionally Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501108	Address Management	V06.00	VPC	PRS	NOt Approved	FA	V2B2a4.4.1.4.5	Operations and maintenance procedural manuals
382-VPC-01-PRS-501109	Configuration Management	V03.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501110	Final Invoice Verification	V06.00	VPC	PRS	For Approval	FA	V2B2a4.4.1.4.5	Operations and maintenance procedural manuals
382-VPC-01-PRS-501121	Archive Management	V03.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501122	Nominations	V05.00	VPC	PRS	Deemed Approval	FA	NA	N/A
382-VPC-01-PRS-501123	Representations	V09.00	VPC	PRS	Approved	FR	NA	NA
382-VPC-01-PRS-501124	Inbound mail - Electronic	V03.00	VPC	PRS	Deemed Approval	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501126	Confirmation of Exemptions	V07.00	VPC	PRS	Not Approved	FA	NA	NA
382-VPC-01-PRS-501126	Confirmation of Exemptions	V10.00	VPC	PRS	Approved	FA	NA	NA
382-VPC-01-PRS-501201	Manage emergency tag delivery	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501202	MPS Operator initiate Road User account registration	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501203	Register a pre-paid account	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501204	MPS Methods of payment	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501205	MPS Vehicle classification	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501206	MPS Include unpaid trips	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501207	Register Credit Card Settlement account	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501208	Hand out of Tags	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501209	Logging into systems	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501210	Ordering of Change	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501211	Move Tag to other Account	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501212	Bleed-offs	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501213	Closing a POS Shift	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501214	Topping Up an Account	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501215	Edit or Viwe User Account Information	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501216	Report a found tag	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501217	Report a lost or stolen Tag	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501218	Lunch and comfort breaks	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501219	Fault Escalation	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501220	User Relations	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501221	Closing Accounts Units and Accounts	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501222	Replace a Tag	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501223	Assign Account ID Card	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501224	Receiving tags from TCH	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501225	Opening a POS shift	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501226	Print an account statement	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501227	Register a General Case	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501228	Scanning documentation	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501229	Key Control	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501230	Stock Takes	V05.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-501231	Consumables ordering	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501232	Performance Management	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501233	Nominations & Representations	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501234	Receive a request for Representations	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501235	Payment	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501236	Queries	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501237	Solve a Case	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501238	Change a Day Pass VLN	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501239	Archiving Bank Card slips	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501240	Replace ID Card	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501241	Manage Tags to TCH	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501242	Register Public Transporters	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501243	Customer Validation	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501245	Storage of Tags and Consumables	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A

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382-VPC-01-PRS-501246	Return tag to POP	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501247	Add Account Unit	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501248	De-activate Account unit	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501249	Activate Account unit	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501250	Migration from a Credit Card Settlement Account to a Prepaid Account	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501251	Migration from Prepaid to a Credit Card	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501258	Statement invoice required	V02.00	VPC	PRS	Not Approved	FA	V2Ba4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501260	Account Finalised Balance Adjustment	V01.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501264	Copy Invoice requested	V01.00	VPC	PRS	Approved	FA	V2B2a4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501312A	Quality management process	V01.00	VPC	PRS	Deemed Approval	FA	V2Ba4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501322	Send Handover Letter	V01.00	VPC	PRS	Approved	FA	V2Ba4.4.1.4.4	Operations and maintenance procedural manuals
382-VPC-01-PRS-501330	Serving Agent List	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501331	Affidavit sub-process	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501332	Summons issuing sub-process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501333	CPA Return of Service sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501334	Court Register sub-process	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501335	Warrant Issuing sub-process + Annexure	V02.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501336	Serving Agent sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501338	CPA Serving Agent payment reconciliation sub-process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501340	CPA Re-issue of summons sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501341	Commissioner of Oath Appointment Process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501342	Payment of violations	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501343	Evidence Submission sub-process	V01.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501344	CPA Representations sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501345	CPA Nominations sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501346	CPA Change Address sub-process	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501347	CPA Payment Portal reconciliation sub-process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501349	Purchase and Register a Day Pass	V03.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501352	In the event of an incident	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501357	Exemption Validation	V02.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501358	VPC-Tariff Adjustment -Class Discrepancy	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501386	Creating a Violator Account	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501389	System Configuration Write Offs	V04.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501465	Staff Adjustment process	V01.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501472	Adding a VAT Number onto a VPC Account	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501484	SANS Notification Monitoring Process	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501489	Monitoring of the routing of CSO cases related to VPC	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501496	Write-Off Monitoring and Reporting	V02.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501498	VPC Discount Band Daily Monitoring	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501499	VPC User details Report Management	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501500	VPC User Data Audit Report	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501504	VPC Configuration Report Management	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501505	VPC Lookup Value Report Management	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501507	VPC VOSI List Report Management	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501509	Archiving of Documents at the Depots	V02.00	VPC	PRS	Conditionally Approved	FR	N/A	N/A
382-VPC-01-PRS-5015353	VPC Quality Assurance	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501538	CRM Password Reset	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501540	External Interface Process	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501542	Public Website Password Reset Process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501546	VPC User Account password reset	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501554	VPC Change of Process / Documents	V01.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501555	Secure Storage of Stamps sub-process	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501582	VPC End of day Summary Report monitoring	V03.00	VPC	PRS	FOR Approval	FA	N/A	N/A
382-VPC-01-PRS-501584	Assessing the Site for HSUPA availability and signal strength	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501626	Information Request Process	V05.00	VPC	PRS	Not Approved	FI	N/A	N/A
382-VPC-01-PRS-501647	VPC Exempt/Free Passage/Public Entity Case Management Process	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501654	VPC CPA Court POP Operations	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501712	Scan Driver License Card and Vehicle License Disk	V06.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501713	Accessing the ANPR System (Offline)	V02.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501714	Accessing the ANPR System (Online)	V02.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501715	Issue Tracker	V02.00	VPC	PRS	Approved	FA	N/A	N/A

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382-VPC-01-PRS-501748	Session Creation and Resource Assignment	V02.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501764	Manual Reporting for GDCS Infringements	V01.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501765	Weekly Fleet Report	V02.00	VPC	PRS	For Approval	FA	N/A	N/A
382-VPC-01-PRS-501769	VPC Lite Nominations and Representations Process	V03.00	VPC	PRS	For Approval	FA	N/A	N/A
382-VPC-01-PRS-501798	Refund of a transaction/invoice/account paid in error by a customer	V04.00	VPC	PRS	For Approval	FA	N/A	N/A
382-VPC-01-PRS-501815	Reporting on GDCS Infringements	V01.00	VPC	PRS	Conditionally Approved	FA	N/A	N/A
382-VPC-01-PRS-501837	Creation of Address Database	V05.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501844	Manual Evidence Pack Compilation	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501845	VOSI Data Conversion Process - Excel to CSV	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501925	Stock Monitoring	V01.00	VPC	PRS	Deemed Approval	FA	N/A	N/A
382-VPC-01-PRS-501941	SAPO/Lithotech Reconciliation	V01.00	VPC	PRS	Approved	FA	N/A	N/A
382-VPC-01-PRS-501948	VPC - Invalid/Foreign Road User information update process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501949	Electronic Mail VPC Enquiry – (Query Grievance)	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-501956	VPC Open TTPro list and impact analysis (CD)	V01.00	VPC	PRS	Not Approved	FR	N/A	N/A
382-VPC-01-PRS-501998	Show Hide Gantry Notifications	V03.00	VPC	PRS	Approved	FR	N/A	N/A
382-VPC-01-PRS-501999	Scan an e-tag	V02.00	VPC	PRS	Approved	FR	N/A	N/A
382-VPC-01-PRS-502001	Key Account Holder's File Rejection Adjustment Process	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-502101	Less60 Data Migration Process + Annexure	V01.00	VPC	PRS	Not Approved	FI	N/A	N/A
382-VPC-01-PRS-502102	Less60 High Level Process - Annexure	V01.00	VPC	PRS	Not Approved	FI	N/A	N/A
382-VPC-01-PRS-502103	Less60 Expire Discount Bands Process	V02.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-502103-002	Annexure: Less60 Expire Discount Bands Process	V01.00	VPC	PRS	For Review	FR	N/A	N/A
382-VPC-01-PRS-502121	Unidentified VLN Monitoring	V04.00	VPC	PRS	For Approval	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-VPC-01-PRS-502126	Inter Entity Charge for Ad-hoc Requests_VPC	V01.00	VPC	PRS	For Approval	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-VPC-01-PRS-502142	Manual Pairing - Discount Allocation	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-PRS-502143	Discount Allocation Register	V01.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-REP-502112	VOSI List Creation End To End	V03.00	VPC	PRS	Not Approved	FA	N/A	N/A
382-VPC-01-SPE-502122	Civil Case Settlement Write-Off Procedure	V01.00	VPC	PRC	Not Approved	FA	FIDIC Sub-Clause 5.2	Contractor's Documents
382-VPC-01-WIS-501457	VPC Daily Work Instruction	V02.00	VPC	WIS	Conditionally Approved(001370)	FA	N/A	N/A
382-VPC-01-WIS-501459	VPC Monthly Work Instruction + Annexure A	V03.00	VPC	WIS	Conditionally Approved	FA	N/A	N/A
PRC-QEH-10-AA0157	Permit to work procedure	V01.00	QEH	PRC	Conditionally Approved	FA	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
PRC-QEH-10-AA0202	Risk Assesment Procedure QESH Department	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
PRC-QEH-10-AA0204	Liting machines & tackle QESH Department	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
PRC-QEH-10-AA0206	Incident Reporting and Investigation Procedure QESH	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
PRC-QEH-10-AA0207	Emergency Evacuation Procedure	V01.00	QEH	PRC	Conditionally Approved	FA	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	
PRC-QEH-10-AA0208	Emergency Preparedness and Response Procedure QESH	V01.00	QEH	PRC	Conditionally Approved	FA	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	EMP / OH&S
PRC-QEH-10-AA0210	Safety and Health Induction Training QESH Department	V01.00	QEH	PRC	For Information	FI	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	EMP / OH&S
PRC-QEH-10-AA0212	Audit Management Procedure	V01.00	QEH	PRC	Conditionally Approved	FA	V2 B2a Part 1 and Part 2	Annual Audit Plan/EMP/OH&S
PRC-QEH-10-AA0213	Communication Procedure	V01.00	QEH	PRC	Conditionally Approved	FR	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	EMP / OH&S
PRC-QEH-10-AA0214	Control of QAS Documents and Records	V01.00	QEH	PRC	Deemed Approval	FR	N/A	N/A
PRC-QEH-10-AA0215	Management Review	V01.00	QEH	PRC	Conditionally Approved	FR	SOWA 5.2.4.2a(ii)vbi Part2D.2.8.1.1	EMP / OH&S