

CUSTOMER CARE CENTRES 2023

Feb-23

Care Centres	Transactions per Month	Drop Safe	Speedpoint
COOL AIR	91	1	1
HILTON	12	1	1
HEAD OFFICE	68	1	1
HOWICK	141	1	1
IMPENDLE	0	1	1
MKHAMBATHINI	8	1	1
MPOFANA	59	1	1
NEW HANOVER	4	1	1
RICHMOND	79	1	1
WARTBURG	4	1	1
TOTAL	466	10	10

Essential details:-

1. Training
2. Cash holding limits
3. Stationery
4. Viewing of deposits made
5. Turnaround time for a call placed/technician
6. Network issues
7. if drop safe uses a pin:-
 - Creation of new codes, deleting and adding new users
 - What to do where user has forgotten a code/banking pin

Pickup per Week	
	2
	1
	2
	2
	1
	1
	2
	1
	1
	1
	14