

SUMMARY of CUSTOMER SUPPORT PROCEDURES

AWCape Support services are supplied through:

- AWCape **Support Ticketing System** for **support issues** (unlimited users may submit tickets).
- AWCape **Customer Portal** for managing Projects & Assignments, Time sheets, Bulk Hour Vouchers for pre-paid services, product- and administrative documents.

General & Quick HR & Payroll Support Queries:



Sage Call centre (+27) 012 420 7000 - Enter your Sage Site Code

Log an issue for AWCape Consultants

✉ support@awcape.co.za (Support Ticketing System)

When logging an issue through Support Ticketing System, the following is required in the email body:

- Priority
 - Low – 7 days
 - Medium – 2 days
 - High – 4 hours (SLA subscribers only)**Please refer to the SLA for our policy on the priority levels.*
- Due Date – date the issue should be solved by.
- Clear detail on the issue experienced.
- Screenshots of the error if available.

Office Hours for support:

- Monday – Thursday: 8:00 – 17:00
- Friday: 8:00 – 15:30
- Weekends & Public Holidays: Closed
- Optional after-hours and stand-by services available to SLA subscribers

AWCape consultants charges minimum 0.5 hour units for telephone/remote support.

Travelling distances - AWCape charges R4.70 per km. However, no travelling kilometers are charged to destinations within 20km radius from AWCape offices.

Traveling time - local (Cape Town) traveling time from leaving AWCape offices is charged at the normal consulting rate for distances less than 20km.

Priority services for SLA subscribers only guaranteed if logged through Support Ticketing and/or Customer Portal (for Projects & Assignments)

To view support ticket history, you can use the following link and click on the top right corner to sign-up: <http://teamwork.awcape.co.za/support/#/tickets/new>

Account Queries: Invoices, vouchers, timesheets, general

✉ admin@awcape.co.za

Customer Portal Login

<http://support.awcape.co.za>

The main purpose of the Customer Portal is to assist with providing priority services at reduced rates for Sage system users subscribing to an AWCape Service Level Agreement (SLA).

AWCape’s Customer Portal makes provision for one customer user with more users by special arrangement. Subscribers will receive login directives from AWCape’s Services Administrator admin@awcape.co.za.

The customer portal has the following sections:

Projects and Assignments

<input type="checkbox"/>	Project/Assignment no	Title	Assigned To	Task Status	Due Date	Time Estimate
		AR Account number change	Christiaan Hattingh	In Progress	2018-08-31	
		Demo for National Accounts	Khalil du Plessis	Not Started	2018-09-07	

Timesheets

<input type="checkbox"/>	Edit	Name	Type	Invoice Num	Status
		20180705-JD-RET		006258	Invoiced
		20180705-LK-RET		006258	Invoiced

Bulk Hour Vouchers

<input type="checkbox"/>	Type	Name	Modified	Modified By	Document Status
		Bulk Hours Voucher RETAIL CAPITAL (SUPPORT) 2018-08-23	2018-08-29 03:22 PM	Subeiga Arnold	Working

General Documents

<input type="checkbox"/>	Name	Modified	Modified By	Document Status
	AWCape Customer Portal Procedures	2018-05-02 08:52 AM	Subeiga Arnold	Working
	Retail Capital Client Software Register (2019)	2018-08-13 10:31 AM	Subeiga Arnold	Working

Projects & Assignments:

- The purpose of this section is to facilitate all projects & assignments to the portal, with facilities for updating the progress, thereby making it visible for all parties.
- Project Plans, Minutes of Meetings, Signed Proposal are posted to this section

Timesheets:

- Time sheets will be posted to the dedicated customer portal on Mondays which is the second work-day following the last day of the weekly billing cycle.
- The customer representatives nominated above will each receive an outlook alert requesting approval of posted time sheets, however alerts can be assigned according to individual requirements.
- It is required with appreciation that posted time sheets should be attended to within five working days, after which time it will be invoiced.
- Customer representatives attending to time sheets will have the option to approve or query, and when queried, a note should be inserted in the available space to motivate the query.
- See **More on Timesheets** ... below.

Bulk Hour Vouchers:

- The pre-payment of services is a requirement for subscribing to an AWCape Service Level Agreement (SLA).
- Pre-pay services are offered at discounts from 5%, 10% and 20%.
- Pre-paid services will be redeemed against a Bulk Hour Voucher and will not expire.
- A charged Bulk Hour Voucher (>1 hours) is a requirement for an active SLA status.

General Documents include:

- Software list that indicates which software was installed
- Signed SLA, NDA and other documents/agreements

More on Timesheets:

Explanation of fields on the timesheets section:

Timesheet Name is in the format YYYYMMDD-XX-ZZZ where YYYYMMDD – the date of the first Thursday for the week ended. XX – the initials of the consultant. ZZZ – A three-character abbreviating of the clients' name.

Timesheets are uploaded in the .pdf format. If the Timesheet has already been invoiced the invoice number is shown here.


Status:

- Pending: The Timesheet has been loaded with no further action.
- Invoiced: Timesheet has been invoiced. This does not mean it has been approved.
- Invoiced and Paid: The invoice generated has been paid.
- Credited: Used when time has been credited for any reason.
- Credited and Paid: The credit note has been processed to the clients' account.

- Queried: The client has queried the Timesheet for some reason. Queries will be addressed promptly by AWCape Services Division.
- Sign-Off: The client has approved the Timesheet.

To review Timesheets simply double-click on the Timesheet name or right-click client to open in a new tab from the menu. The selected Timesheet is displayed.

Consultant Time Sheet



Client Contact	Kgomotso Sekhabisa	Comments
Time Sheet #	20150630-KA-SAH	To approve electronically, log into your dedicated customer portal through www.awcape.co.za , click on Timesheets and approve or query with reason if applicable. To approve manually, please print, sign, scan and return to admin@awcape.co.za
Client	SAHRA	
Consultant	Kaashiefa Anthony	
Project Code1	(All)	

Work Rate	R	-
Travel Rate	R	-

PO No.

Project Description	Item Codes	Work Description	Date	Time / Hours	Travel / KM	Time Cost	Travel Cost
Accpac Ad Hoc	10-01* Miscellaneous - Ad-hoc Support - On Site	Meeting with Kgomotso to discuss Invoice and Statement templates	2015/06/29	1.0	0.0	Paid by Bulk Hours	R -
						R	R -
						R	R -
						R	R -
						R	R -
						R	R -
						R	R -
Sub Totals						R	R -
TOTAL HOURS						<input style="width: 50px;" type="text" value="1.0"/>	R -

To approve and/or query a Timesheet, on the Edit button next to the relevant Timesheet. This will open the review screen.

Timesheets - 20150625-CS-SAH.pdf
✖

Edit

Save
Cancel

Paste
Cut

Commit
Clipboard

Name * pdf

Title

Status Invoiced

Comments

Invoice Num

Version: 0.2
 Created at 2015/06/30 10:33 AM by Subeiga Arnold
 Last modified at 2015/07/01 02:35 PM by Subeiga Arnold

Save

Cancel

Click on the Status drop-down list changed to either **Queried** or **Signed-Off**. If you query a Timesheet please enter the **reason** for the query in the Comment box to assist AWCape in providing

a prompt response. Having made the change **click on “Save” button** (either top-left or bottom-right).

You should be able to open your dedicated portal (to automatically authenticate) by adding the site’s URL to the Local Intranet Zone and updating the zone’s settings as below

