



AFRIRENT
FLEET MANAGEMENT

RT46-2026

AFRIRENT MERCHANT NETWORK

Merchant Information Leaflet |
Government Fleet Programme
(2026–2031)

AFRIRENT
FLEET MANAGEMENT

A CHOICE
PARTNER ON
YOUR JOURNEY

1. INTRODUCTION: THE OPPORTUNITY

Afrent (Pty) Ltd has been appointed under RT46-2026 Category A & A1 to manage maintenance, repairs, accident repairs, and fleet data for the South African government fleet.

This contract represents one of the **largest fleet management ecosystems in the country**, with:

- National, Provincial, and Municipal participation
- Over 100,000+ vehicles across all categories
- A structured, regulated environment for merchant participation

Merchants are a **critical delivery partner** within this ecosystem and form part of a nationally coordinated service delivery model.

2. THE AFIRENT MERCHANT NETWORK

The Afirent Merchant Network is a **nationally governed, performance-managed ecosystem** of service providers responsible for:

- Vehicle maintenance and servicing
- Mechanical and technical repairs
- Accident repairs and panel beating
- Specialist repairs (e.g. EMS, law enforcement, plant equipment)
- Towing and roadside assistance
- Compliance services (COF, Roadworthy, licensing support)

All work is coordinated through a centralised call centre and system-driven auto-allocation engine, ensuring:

- Fair distribution of work
- Cost control and benchmarking
- SLA-driven performance management
- Full auditability of all transactions

Work allocation is governed in line with structured rules and system allocation logic as per the contract



3. HOW MERCHANTS PARTICIPATE

A. ONBOARDING PROCESS

To participate, merchants must:



- Register your interest on:

<https://www.afirentholdings.co.za/contact/rt-46-merchant-enquiries/>

Submit required documentation:

- Company registration documents
- Valid B-BBEE certificate
- CSD registration
- VAT details (if applicable)
- Industry certifications / affiliations



- Undergo a physical inspection and verification process
- Sign a formal Merchant Agreement with Afirent

All merchants must be inspected prior to onboarding and verified for capabilities and compliance

B. CAPABILITY & COMPLIANCE REQUIREMENTS

Merchants are assessed on:

- Technical capability and equipment
- Staff qualifications and experience
- Workshop capacity and security
- Geographic coverage and accessibility
- Compliance with OHS and legislative standards
- Ability to meet turnaround times and SLA requirements

Afirent maintains a **verified and continuously updated merchant database**, including:

- Location and GPS data
- Services offered
- Capacity and workload thresholds
- B-BBEE status and compliance

4. HOW WORK FLOWS TO MERCHANTS

All work is routed through a structured process

Step 1. Call Centre Logging

Driver / department logs a maintenance request

Step 2. Work Allocation

Afrirent system allocates work based on:

- Location
- Merchant capability
- Cost benchmarks
- Capacity and availability

Step 3. Vehicle Delivery & Quotation

Merchant receives vehicle and submits quotation within SLA timelines

Step 4. Approval & Authorisation

Merchant receives vehicle and submits quotation within SLA timelines

Step 5. Repair & Completion

Merchant completes repairs and notifies call centre

Step 6. Invoice & Payment

- Invoice validated against approved quote
- Payment processed by Afrirent
- Client billed accordingly



Merchants must submit quotations within strict turnaround times (e.g. 4–16 hours depending on repair type)

5. COMMERCIAL & OPERATIONAL BENEFITS

Participation in the Afrent Merchant Network provides:

- **Access to Government Work**

Consistent, large-scale national demand

- **Guaranteed Payment Framework**

Centralised validation and structured payment cycles

- **Increased Utilisation**

Optimised allocation ensures steady workflow

- **National Exposure**

Inclusion in a government-recognised supplier database

- **Data & Performance Visibility**

Transparent performance tracking and reporting

6. PERFORMANCE, GOVERNANCE & ACCOUNTABILITY

The network operates under strict governance

- All work must be pre-authorised
- No unauthorised work will be paid
- Pricing is benchmarked and negotiated
- SLA turnaround times are enforced
- All transactions are audited

Merchants are monitored for:

- Quality of workmanship
- Pricing integrity
- Turnaround times
- Compliance with agreements

Non-compliance may result in:

- Soft-blocking (temporary suspension)
- Permanent removal from the network
- Investigation for fraud or irregular activity



7. MERCHANT DEVELOPMENT & TRANSFORMATION

Afrent is committed to:

- Developing Historically Disadvantaged Individual (HDI) merchants
- Supporting accreditation and industry participation
- Driving *B-BBEE compliance and preferential procurement*

A minimum of 30 merchants will be supported in obtaining industry accreditation within the contract period

8. KEY SUCCESS FACTORS FOR MERCHANTS

To succeed within the network, merchants must:

- Deliver consistent quality workmanship
- Meet strict turnaround times
- Provide accurate and competitive quotations
- Maintain full compliance and documentation
- Engage proactively with Afrent systems and processes

9. HOW TO GET INVOLVED

Merchants and associations can engage with Afrent through:

- Merchant onboarding portal (to be shared)
- Industry engagement sessions and forums
- Provincial onboarding and verification programmes

Afrent will also host quarterly merchant forums to support engagement, feedback, and continuous improvement

10. AFRENT COMMITMENT

Afrent is committed to:

- Building a fair, transparent, and inclusive merchant ecosystem
- Driving **operational excellence and efficiency**
- Ensuring **sustainable growth opportunities** for merchants
- Maintaining **strong governance and audit compliance**

Contact & Enquiries:

Merchant Onboarding & Queries: To be communicated via official Afrent channels

 www.afrent.co.za





AFRIRENT
HOLDINGS



Afrirent Holdings operates along three distinct lines of business. As a choice partner on your journey, this carefully designed and implemented operational model allows us to streamline our processes and cater to the varied needs of our diverse customer base.



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