



SERVICES BEYOND THE PUMP:ACTIVITIES REPORT FOR AUGUST 2024

We are pleased to present an overview of our comprehensive "Services Beyond the Pump" that we offer to our valued customers. At Tswana Fuel, we go the extra mile to ensure that your journey is smooth and stress-free.

1. Roadside Assistance

Our dedicated team is available 24/7 to provide prompt roadside assistance to drivers in need, ensuring that help is always just a call away. We offer services that include assistance with truck recovery, mechanical breakdowns, tyre replacement & repairs, cleaning of roads after accidents etc.

SITE	TYRE BREAKDOWNS	MECHANICAL BREAKDOWNS
LOBATSE	15	8
SHERWOOD	3	4
MAMUNO	28	14
KAZUNGULA	9	4
FRANCISTOWN	0	0
GABORONE	0	0
3RD PARTIES	21	39
TOTAL	76	69

2. Permit Assistance

We assist with obtaining permits and necessary documentation to ensure that your journey complies with all legal requirements, saving you time and hassle. We assist in obtaining transit permits such as TA single & return permits, BA single permits and even long-term permits such as 3months & 12 months permits for both TA & BA permits.

SITE	SINGLE PERMIT	RETURN PERMIT	AMOUNT PAID(BWP)
LOBATSE	198	146	1 346 371
SHERWOOD	-	49	110 183
MAMUNO	708	391	1 759 420
KAZUNGULA	62	183	685 141
FRANCISTOWN	-	-	-
GABORONE	17	2	22 909
TOTAL	985	771	3 924 024





3. Emergency Cash Provision

In times of unforeseen emergencies, we offer cash assistance to drivers for their urgent requirements, providing peace of mind on the road.

4. Tyre Pressure Verification (Intasect)

Our advanced Intasect system ensures accurate tyre pressure verification, enhancing safety and fuel efficiency for your vehicles. Intasect services are available at all sites as a free service to all customers.

SITE	TYRE SURVEY
LOBATSE	1115
SHERWOOD	378
MAMUNO	913
KAZUNGULA	115
FRANCISTOWN	0
GABORONE	159
TOTAL	2680

5. Driver WiFi Access

Drivers can enjoy seamless connectivity on the go with our complimentary WiFi, keeping them connected and informed during their travels. The aim is to make life much easier for our customers to communicate to their office, families & loved ones etc.

6. Free and Secure Parking

We provide free and secure parking facilities for your vehicles, offering peace of mind knowing that your assets are safe and protected. We have 24/7 CCTV surveillance and security personnel at all sites to ensure the security is at its best.

7. Canteen

We have Canteens where we sell foods and refreshments at reasonable prices for customers to indulge after their long trips. The aim is to provide exceptional meals that are enjoyable and always satisfy the customer





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8.Free Ablutions

Clean ablutions and bathrooms are in place at all sites. They are always neat & clean with hot water and would satisfy the hygiene expectations for customers

We are committed to delivering exceptional services that prioritize your convenience and safety.

Best Regards

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Tswana Fuel-Operations Manager

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