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[Micros.co.za](http://Micros.co.za)



# Micros South Africa

An Adapt IT Company

## Support Services Escalation Guide

## Logging Calls

### Option 1: Call the Micros Support Centre on one of the following numbers

- **+27 (0) 11 745 5320**

A call log number will be given when you log a call. **NB! Please write down your call log number.**

Please note that we are reliant on Telkom for these lines to be operating, should you have any issue getting through please use the escalation process highlighted below.

### Option 2: Log a call via email

For non-urgent issues, you may send an email with a full description of your problem to: [support@micros.co.za](mailto:support@micros.co.za). You will receive an automated email reply with your call log number.

To: [support@micros.co.za](mailto:support@micros.co.za)

Subject: Full Store Name

Body: Product being used, detailed description of the problem and all your contract details.

We will register calls in our CRM system from incoming e-mail within 24 hours, so this route is only recommended for low priority calls.

## Escalating Issues

### Step 1: Contact the Support Supervisor on duty

Please contact the support numbers above and enter your valid reference number, if the case is 50% over the allocated SLA time the call will then go to an escalation supervisor. Alternatively you can email them directly on: [microsupervisor@micros.co.za](mailto:microsupervisor@micros.co.za) or [operasupervisors@micros.co.za](mailto:operasupervisors@micros.co.za) (again, please include your call log number and store name in the subject line of the email)

## Step 2: Contact the Support Centre Manager

If you need to take your call further, you may contact a Services or Support Manager. Please have your log number available!

Micros Support Manager  
Victor Mmuroa  
[Victor.Mmuroa@adaptit.com](mailto:Victor.Mmuroa@adaptit.com)  
+27 (0) 83 449 3240

Opera Support Manager:  
Thelma Sihadi  
[thelma.sihadi@adaptit.com](mailto:thelma.sihadi@adaptit.com)  
+27 (0) 83 258 5008

Assistant Micros Support Manager  
Andre Burton  
[Andre.Burton@adaptit.com](mailto:Andre.Burton@adaptit.com)  
+27 (0) 83 405 0853

## Step 3: Contact a Micros Executive

Operations Manager - Micros:  
Don Cockcroft  
[don.cockcroft@adaptit.com](mailto:don.cockcroft@adaptit.com)  
+27 (0) 83 405 0850

Operations Manager - Opera:  
Aneke Kleynhans  
[aneke.Kleynhans@adaptit.com](mailto:aneke.Kleynhans@adaptit.com)  
+27 (0) 79 778 7069

Port Elizabeth Branch Manager:  
Garth Zimmermann  
[garth.zimmermann@adaptit.com](mailto:garth.zimmermann@adaptit.com)  
+27 (0) 83 405 0825

Durban Branch Manager:  
Benjamin Duxbury  
[benjamin.duxbury@adaptit.com](mailto:benjamin.duxbury@adaptit.com)  
+27 (0) 82 452 0087

Sales Executive:  
Kirsty Blaauw  
[kirsty.blaauw@adaptit.com](mailto:kirsty.blaauw@adaptit.com)  
+27 (0) 83 417 0181

Cape Town Branch Manager:  
Anthony Da Conceição  
[anthony.daConceicao@adaptit.com](mailto:anthony.daConceicao@adaptit.com)  
+27 (0) 83 277 0140

Micros Divisional Executive:  
Reginald Sibeko  
[reginald.sibeko@adaptit.com](mailto:reginald.sibeko@adaptit.com)  
+27 (0) 83 405 0833