

**Relationship:** Sheen Fleet

**Accident Management:** Innovation Group

**Insurer:** Self Insured

**Excess:** Self Insured

**Sheen Excess Reduction Offer:** n/a

**Pricing:** Aus Post Pricing Schedule Below

**Decals / Signwriting:** Liberty Signs – 1300 137 811 / info@libertysigns.com.au

**Replacement Vehicle:** May require a replacement vehicle for passenger vehicles, Sheen not to supply vans/tool of trade.

**Communications:**

* All communications to be directly with the driver or contact on Innovation referral
* Assessment/Estimates/Invoicing Innovation Group

**Escalation Point:**  Sheen Fleet team

**Process – Aus Post Asset:**

1. Referral will come in from Innovation Group via email (may come through Sheen Fleet)

-Driver may present vehicle to Sheen store directly

1. Contact driver or details on referral
2. Submit estimate & images to Innovation Group
3. Deal directly with Innovation & Driver

**Pricing:** Sheen Fleet pricing Schedule

**Sheen Arrangement with Aus Post for Damage to Public Vehicles**

Sheen have an arrangement with Australia Post to repair vehicles damaged by any Australia Post asset – generally these will come across the Sheen Fleet desk first though if anyone presents to your store after an incident with directed from Australia Post, please follow this process:

1. Collect customer information, address of incident, take images of vehicle
2. If required, you can put the customer into a Sheen accident replacement vehicle
3. Prepare estimate & send to fleet@sheengroup.com.au with all information captured above
4. Sheen Fleet will assist in submission of the estimate or advise on next steps

**Expectation around images:**

It is a non-negotiable that you use high quality images that clearly outline the required repairs or parts replacements. It is highly recommended that you place comments to provide further detail & explanation.




