



## Process Map

### Before the car is in the shop

- Contact Insurer and book an assessment date (if there are any delays in assessment date booking contact Ian at Fleetcare - details below)
- Contact customer and notify of assessment date- customer is to leave vehicle and pick up after assessment (you can provide a sheen loan vehicle for this day if needed)
- Send quote and images to insurer
- When job is authorised - email [hire@fleetcare.com.au](mailto:hire@fleetcare.com.au) of the repair booking date and Estimated Completion Date & CC [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)
- Loan car will be provided by Hertz - Fleetcare will book with local Hertz location and advise where to send customer to - Do not provide a Sheen loan car
- You will be required to send the driver via Uber to the nominated Hertz location (Sheen to cover cost)

### While the car is in the shop

- Update [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au) every time status changes/ collection ETA/ parts delay
- Provide a weekly update via email (every Wednesday morning by midday) to [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au) on any Fleetcare jobs you have on site
- Provide a weekly update directly to the driver (every Wednesday)

### After the car leaves the shop

- Notify [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au) that the vehicle has been returned to the customer
- Fleetcare pay all excess requests direct to the insurer
- Sometimes they send an authority asking the repairer to collect the excess in error
- If stores ever receive the authority asking for the excess please contact Ian Burton at Fleetcare - T: 134 333