

Before the car is in the shop

- Contact Customer - get car in or go onsite
- Confirm insurance details with support@1800accident.com.au
 - Insurer/Claim Number/Excess (if applicable)
- Send quote and images to nominated insurer
- Confirm assessment date with insurer
- Once assessment is confirmed advise 1800 accident of the repair booking date
- Loan car will be provided by 1800 once you have advised them of repair date - Do not provide a Sheen loan car

While the car is in the shop

- Send assessed quote and images to support@1800accident.com.au with approximate Estimate Completion Date (ECD)
- Update 1800 accident every time status changes/ ECD / parts delay
- Update driver every time status changes/ ECD / parts delay
- Email support@1800accident.com.au to confirm who will be paying the excess - Fleetplus or Driver
- Email support@1800accident.com.au to confirm what day the vehicle is leaving the shop

After the car leaves the shop

- Issue invoice as quickly as possible- dont sit on supps - job must be invoiced within days of completion
- Send a copy of the invoice to support@1800accident.com.au
- Excess payments are to be invoiced to 1800 accident for fleet cars
- Any Novated lease customers (privatecars) please collect excess from driver/owner.

Notes

Whether the driver is at fault or not at fault, under no circumstance do you enter into any conversations with the drivers regarding recoveries/not at fault direct work. Every FP job will be completed using the FP process and insurance details provided by FP