

Before the car is in the shop

- Contact Customer - get car in or go onsite
- Submit quote and images to support@1800accident.com.au and cc fleet@sheengroup.com.au
 - **Quote MUST be written using the pricing schedule below**
- FP will then submit quote to the client **OR** Confirm insurance details
 - Insurer/Claim Number/Excess (if applicable)
- Submit quote to insurer - if the quote needs to be tweaked at this point due to insurer you can.
- 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
 - Must allow at least 48hrs to have car arranged.

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
- Quotes must be written as a “friendly quote” and tailored to suit the insurer
- Self-Insured/High Excess Fleets must have quotes written using agreed Fleetplus times and rates. See Below
 - o R&R - \$95 per hour
 - o Repairs - \$95 per hour
 - o Paint - \$95 per hour

R&R's @ \$95 per hour

Item	Hours
Beaver – Inner	4.5
Beever - Outer	4.5
Condenser and Fittings	.75
De-gas and Re-Gas	1.75
Disconnect Battery	.1
Door Aperture H/Ware	.5
Door Moulds	.22
Door Re-Shell	2.75
- List all nec items	
Door upper frame rubber release	.20 each
Exhaust hangers	.55 each
Flares	.22 each
- Front	
- Rear	
Front Bar D/A	1.5
- List all nec items	
Front Door part D/A	.95 each
- List all nec items	
Fuel Filler neck inc Cap Lines	.5
Fuel flap	.25
Glass Cut & Re-Seal	1.16
Guard D/A	.75 each
Guard Liners & Mud Flaps	.25 each
Head Lamps	.15 each
Heatshield hangers	.55 each
Hood Lining & trims	2.5
- List all nec items	
Inner boot trims & h/ware	3.5
- List all nec items	
Intercooler & Piping	.75
Jack and Support inc wheels	.45
Lift Tape & Back Mask Screens	.50 each
Qtr h/ware	.30 each
- List all nec items	

Qtr Panel - List all nec items	7.5
Rad Support	2
Radiator and Fan	.75
Rear Bar D/A - List all nec items	1.5
Rear door part D/A - List all nec items	1.5 each
Reo - Front - Rear	.25
S/Wheel & Carrier	.45
Sill Panel	4.8
Sill Steps D/A	.90 each
Splash shield	.25
Tail Lamps	.25 each
Tailgate Aperture H/Ware	.50
Tailgate part D/A	1.5
Tailgate re-shell	3
Turret - List all nec items	9.5
Turret Finisher Mould	.3 each
Turret sports rails & re-seal	.65 each

Paint

Item	Price (\$)
Bar End	100
Beever (in and out)	200
Bonnet	300
Cant Rail inc centre pillar	150
Door openings inc centre pillar	100
Guard (in and out)	220
Hinges	25 each
Lower Door Mould	110
Mix and Match	30
Oven Allowance	80
Petrol Flap	25
Rad Support (in and out)	200
Reo	100
Side Step	150
Sill Panel	100
Tailgate	300
Turret	300
Wheel Arch Flares	110

The following Fleetplus customers are either self-insured or hold a high policy deductible;

AKD NSW Pty Limited
Aristocrat Technologies Australia Pty Ltd
Arrow Energy
Australian Comfort Group Pty Ltd
Fairfax Media Management
Goodman Fielder Limited
GrainCorp
Honeywell Limited
ISS Facility Services Australia Limited
J Hutchinson Pty Ltd
JC Decaux Australia
John Holland Rail Pty Limited
Kordia Solutions Pty Ltd
Monsanto Australia Limited
Network Ten Pty Limited
Nexus Delivery
Norco Co-operative Limited
Penske Power Systems Pty Ltd
Symbion Pty Limited
TW & CM Pty Ltd
Worksafe Victoria