Ontime Group - Delivery Solutions

**Relationship:** Sheen Fleet

**Accident Management:** No accident management - internal

**Insurer:** Vero

**Excess:** $500

**Sheen Excess Reduction Offer:** $300 per insurance claim

**Decals / Signwriting:** No specific requirement for decal supplier

**Replacement Vehicle:** Hiace for vehicles under 1-tonne

**Communications:** All store communication directly with Ontime vehicle driver or to driver engagement manager

**Escalation Point:**

Sheen Fleet

**Process:**

1. Inspect vehicle & take images
2. Email Sheen Fleet
3. Sheen Fleet will assist with next steps

**Notes:**

Sheen stores in the past have supplied Ontime with a long wheel base commercial van over 3 tonne instead of offering an excess reduction – please contact Sheen Fleet to discuss this