



## SERVICE LEVELS

**Sheen Panel Service stores must comply with the service levels in the table below.**

Action	Comment	Time to comply
<b>Quoting</b>	The Supplier must provide us with an estimate to repair a Vehicle in a timely and efficient manner. All quotes are to be provided with a full set of digital images including registration label and compliance plate.	The Supplier must contact the customer within 2 business hours of receiving a request for a quote to make arrangements to inspect the vehicle. Unless otherwise agreed with Custom Fleet or its customer, the Supplier must provide an estimate for the repairs within 48 hours of our request for a quote.
<b>Status Reports</b>	The Supplier must provide a weekly status report to Custom Fleet on work allocated. <a href="mailto:ams@customfleet.com.au">ams@customfleet.com.au</a>	Custom Fleet will provide a weekly list of work allocated, the Supplier are required to complete and return to Custom Fleet with comments on the status of each allocated job within 24hrs of receipt.
<b>Time to Repair</b>	The Supplier must provide us with an estimate of the time needed to repair a Vehicle.	The Supplier must repair 100% of vehicles within the estimated timeframe unless the Supplier have notified us of a change and we have agreed to extend that timeframe.
<b>Invoicing &amp; Paperwork</b>	Custom Fleet requires a copy of the final repair invoice and the "Repairs Completed" document with all relevant fields completed at the completion of all work.	The Supplier must provide Custom Fleet with a copy of the final repair invoice along with the repairs "Completed Documentation" within 5 working days of repairs being completed.
<b>Administration</b>	Custom Fleet will issue a rebate invoice at the completion of all repairs, the repairer will receive a monthly statement of overdue & outstanding transactions.	The Supplier must finalise payment of all rebate invoices within 21 days of issuing. Payment terms are 21 Days.

## Process

- 1) Custom Fleet will allocate job to your store and send a request to quote to your store's admin email address (the driver will also receive this with your store details and may contact you)
- 2) Please submit your estimate and images to custom fleet within 48 hours and custom fleet will respond via email with either an authorisation (self-insured) or insurance details (insured)
- 3) Please refer to the above Service Level Agreement regarding the full process

**Replacement Vehicles** – Custom Fleet have a national hire arrangement in place with Europcar - Driver is to arrange replacement vehicle hire directly with Custom Fleet – Custom Fleet will arrange delivery of vehicle to your site for pick up by the customer. If the customer requests a Sheen replacement vehicle, please communicate with Custom Fleet.

**Excess** – Please send excess invoices directly to Custom Fleet (payment will be made within 3 business days)  
[ams@customfleet.com.au](mailto:ams@customfleet.com.au)

**Escalation Point** - Custom Fleet are happy for Sheen stores to contact them directly with any matters 1300 139 555  
[ams@customfleet.com.au](mailto:ams@customfleet.com.au)

**Quoting Methodology** – Please refer to Custom Fleet Times Schedule in this document below (self-insured fleets only)

**Drivers without Claim** – If a driver arrives at your store without being allocated, please contact Custom Fleet directly 1300 139 555

**Status Reporting** – Your store will be solely responsible for your weekly status reporting to Custom Fleet – Sheen Fleet will not be sending reminders as with other fleet relationships

**ADMINISTRATION FEE:**

The Supplier must pay Custom Fleet an administration fee for all repairs carried out on a Vehicle. The administration fee is calculated at 10% of the final invoice.

The administration fee is based on the total cost of repairs (GST exclusive) insurance excess inclusive to return the vehicle to its original condition (fair wear and tear accepted), not individual repairs to the same Vehicle regardless of whether those repairs were caused by separate incidents. We will provide the Supplier with a tax invoice for the administration fee.

**PAYMENT PROCEDURE:**

When the Supplier have completed the repairs for a vehicle to our reasonable satisfaction, the Supplier must provide us with a tax invoice for the repairs. The tax invoice must be for an amount not greater than the estimate of repairs that the Supplier originally quoted unless we agreed to a price increase. We will pay the tax invoice within 30 days.