



Action	Compliance
Quoting	First 3 quotes through will close off the competitive quote request. This affects allocation and being a tier 1 shop. Provide an estimate for the repairs within 48 hours of DingGo onsite request for a quote Any delays past 38 hours (parts pricing delays, mechanical) please send a note in the portal to DingGo
Status Reports	Direct to the driver twice weekly Estimated Completion Date to be supplied to DingGo before job commences, any delays or adjustments to ECD are to be placed through the “report issue” click through on the portal
Time to Repair	Must repair 100% of vehicles within the timeframe provided unless notification of a change of ECD
Dispute Resolution	Notify Sheen Fleet on the same day of any customer disputes
Rebate	6% - Insurance 10% - Private
FAQ	Available in your DingGo services agreement
Accounts email (excess/invoicing)	<a href="mailto:accounts@DingGo.com.au">accounts@DingGo.com.au</a>

#### Process:

- 1) DingGo will send a request to quote to your store’s admin email address
- 2) You will be directed to the DingGo portal where information will be available
- 3) You will manage the whole end to end of the job through the DingGo portal
- 4) Please submit your estimate and images to DingGo within 48 hours and DingGo will respond via email with either an authorisation (self-insured) or insurance details (insured)
- 5) Please refer to this document for specific arrangements of the relationship

#### DingGo Portal Login:

<https://www.DingGo.com.au/login>

If you require an account/ password reset, please contact [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)

**Rejecting a quote opportunity:** If you don’t want to quote the job that comes into your portal, you can click the “I Don’t Want to Quote” link

**Insurance / Excess Details:** Excess and Insurer are communicated within the job listing in the portal

You can contact 1300 724 079 to request any additional details on a vehicle you are quoting

**Replacement Vehicles:** No. If a DingGo client requests a replacement vehicle, please direct them to go through DingGo in the first instance

**Excess:** If a job is insured, 90% of the time DingGo will be paying the excess, this will be communicated per job allocated

**Quoting Methodology:** Please refer to Sheen Fleet Times Schedule on the intranet (self-insured fleets only)

**Drivers without Claim:** If a driver arrives at your store without being allocated (specifically SF Fleet), please contact DingGo to have a claim raised or allocated to your store

**Escalation Points:** DingGo – 1300 724 079 / [help@DingGo.com.au](mailto:help@DingGo.com.au) Sheen Fleet – [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)

## KPI's:

DingGo Requests	Quote %	Quotes #	Onsite Quote Speed (days)	Desktop Quote Speed (days)	Job Win %	Jobs Comp	Average Rating	All Time Rating	Last Complaint	Delay average	Supp rate	Total Ins Quote	Total Ins Auth	Compl. Iss.	All Time Supp	All Time Assessed Jobs	All Time Insurance Jobs	All Time Jobs over 5k	All Time Onsites	All Time Fleet Jobs	KPI Score
2	50%	1	-	-	100%	0	-	-	-	-	-	0	0	7	10	22	1	15	26	31	54%
6	83%	5	2	-	120%	0	-	5	-	-	-	0	0	16	6	7	13	12	20	23	63%
7	43%	3	2.5	-	67%	1	-	-	-	2 days	100%	0	0	15	6	8	33	27	40	50	54%
1	100%	1	-	-	0%	0	-	5	-	-	-	0	0	4	14	11	7	14	18	19	55%
1	0%	0	-	-	-	0	-	5	-	-	-	0	0	0	2	6	8	11	14	20	50%
0	0	0	-	-	-	1	-	5	-	2024-06-24	27 days	0%	0	2	33	28	12	34	40	47	48%
1	0%	0	-	-	-	3	-	5	-	1 days	0%	0	0	1	5	8	6	10	15	16	43%
1	100%	1	3	-	100%	4	-	5	-	12.33 days	50%	0	0	6	14	14	9	17	29	32	65%
1	400%	4	10	-	25%	2	-	-	-	2024-07-08	0 days	100%	0	6	9	9	5	11	15	18	68%
0	-	1	-	-	0%	1	-	4	-	0 days	0%	0	0	3	15	14	10	18	23	26	55%
1	100%	1	1	-	100%	0	-	-	-	-	-	0	0	0	0	2	7	8	9	9	48%
5	20%	1	-	-	0%	2	-	5	-	5 days	0%	2	0	3	7	16	10	12	16	23	51%

DingGo's KPI's focus on speed of quote, number of Sups vs number of original quotes, number of interactions with DingGo staff and slippage of timeframe.