



Relationship: Sheen Fleet

Service Compliance Levels: You are required to follow the **Fleet- Innovation Group Requirements** below.

Rebate: \$288.75 incl GST per referral

Pricing:

If client **self-insured** – Sheen Fleet price Schedule

If client is **insured** – Times and rates as per insurer

Excess Invoices Submit all excess invoices to Innovation Group

Referrals will come through fleet@sheengroup.com.au

Accounts/Finance Communication direct to your store admin email

Decals / Signwriting: As specified on Innovation referral email – contact Innovation Group if this is not on there and you require decal information

Replacement Vehicle: Innovation have a national agreement with Europcar – Innovation Group will handle the bookings

In all instances the driver is to call Innovation Group to arrange a hire vehicle – if a driver speaks to you regarding a replacement vehicle please prompt them to speak to Innovation

Reporting/Updates: All store communication directly with driver

Escalation Point: Sheen Fleet

Fleet- Innovation Group Requirements

1. Call customers within 24 business hours of receiving Quote Requests

2. Offer free pick up and delivery of the vehicle, if required

Within at least 15km radius

3. Free mobile estimating, if requested

Within at least 15km radius

4. Quotes to be submitted within 24 hours of inspecting the car

5. Quotes, images, supplementaries & invoices submitted via the Fastrack Portal

Until Portal access and training is completed, repairers can email all correspondence to E:
gandi@au.innovation-group.com

6. Priority Repair Service

Innovation Group Fleet customers are to be prioritised for repairs as they need their cars for work and often have limited days with any hire car arrangements (This includes commencing repairs within 24 hours of receipt of authority- subject to customer and parts availability)

7. Keeping customers informed on progress of repairs

Prompt, regular and informative communication to manage customer's expectations during the repair

8. Lifetime Warranty on repairs authorised by Innovation Group

Until change of ownership of the car

9. Heavy Vehicle Chain of Responsibility compliance

For repairs on vehicles 4.5 tonnes & over, repairers must ensure they meet their obligations under the Heavy Vehicle Chain of Responsibility laws that apply from 2018 in NSW, Victoria, Queensland, South Australia & Tasmania

10. Genuine (OEM) Parts up to 3 years

Repairers to supply OEM part numbers to validate costs. When costs require verification, we may ask for copy of invoices. Parts invoices (not quotes) are required for all Supplementaries (including supplier name, ABN & date). Additional images of damaged components for supps may be requested- such as mechanical claims.

11. Quality Check on all repairs

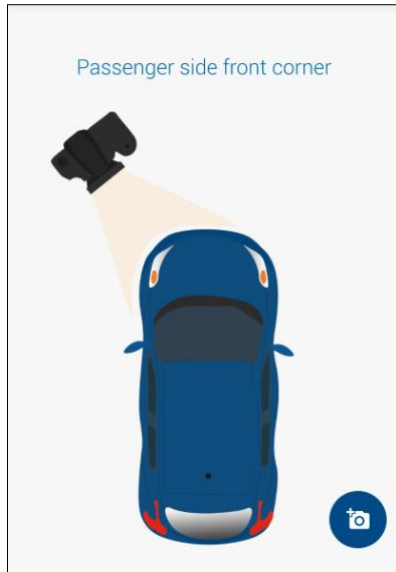
12. Clean the car inside and out upon completion of repairs

AUSPOST/ STARTRACK VEHICLES

The following client expectations must be met in order to repair this client's fleet:

- Attending the depot to quote/ pickup/ drop off vehicles (no charge for driveable vehicles)
- Reducing time off road vs standard results
- Highest priority to these vehicles including quotes within 24 hours
- Ensure immediate authorisation and communicating with IG if there any delays
- Undertake minor repairs to keep vehicles on the road until parts come in and repairs can be completed
- Reducing cost to repair vs what other repairers outside the network would deliver
- Providing client with as much info upfront so they can make an informed decision on total cost to them e.g. supplementary/ additional costs to be quantified, salvage
- Seeking to provide a complete estimate of all costs/ potential costs
- Stop work immediately if additional damage is identified and contact the assessor to obtain authority to proceed
- Supplementaries to be accompanied by supporting evidence such as photos & parts invoices
- Image capture as per requirements below
- Using the Portal and ensuring Day in/ Day out is entered
- Proactive parts management- including use of multiple sources, VOR (vehicle off road) form, elevating delays direct to manufacturer (elevate to IG/ client if no progress)
- Look at parallel parts if they are cheaper than genuine alternatives and won't impact on time off road
- Global Auto Parts for genuine parts in Sydney will offer IG Network repairers discounts for certain Makes including Toyota & Hino- therefore this supplier should also be considered when parts sourcing for this client

IMAGE CAPTURE



Passenger side front corner

Take photo from the passenger side front corner capturing the entire vehicle.

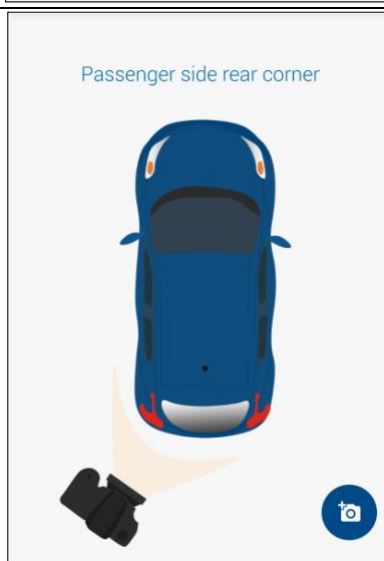
Example:



Full passenger side

Take photo from the passenger side capturing the entire vehicle including both wheels.

Example:



Passenger side rear corner

Take photo from the passenger side rear corner capturing the entire vehicle.

Example:



Rear of the vehicle

The rear of the vehicle



Take photo from the rear capturing the entire vehicle

Example:



Driver side rear corner

Driver side rear corner



Take photo from the driver side rear corner capturing the entire vehicle

Example:



Full driver side

Full driver side

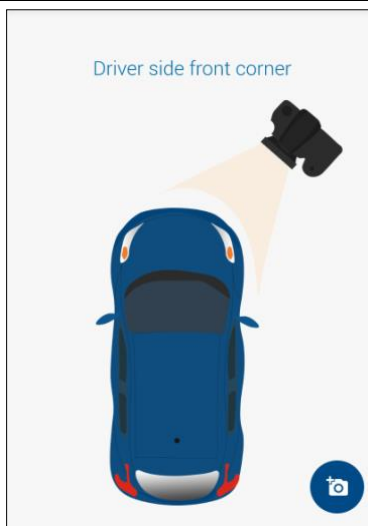
Please make sure both wheels are visible



Take photo from the driver side capturing the entire vehicle including both wheels.

Example:

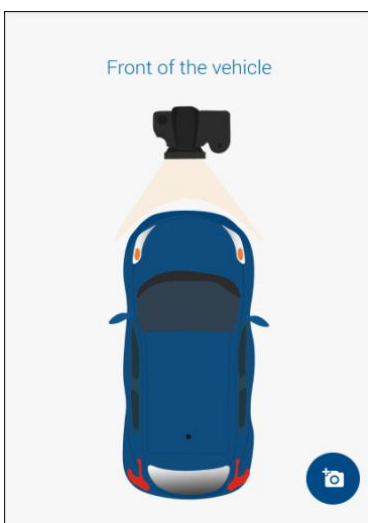




Driver side front corner

Take photo from the driver side front corner capturing the entire vehicle

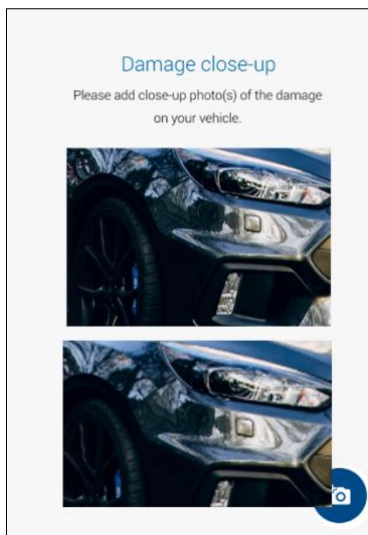
Example:



8. Front of the vehicle

Take photo from the front capturing the entire vehicle.

Example:

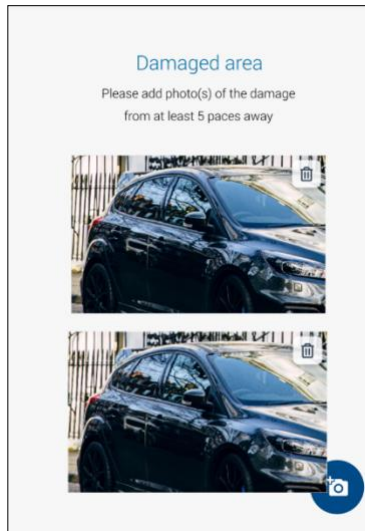


Damaged area (Close-up)

Take close-up photos of the damage – As many images as necessary (Recommend minimum of 5)

Example:

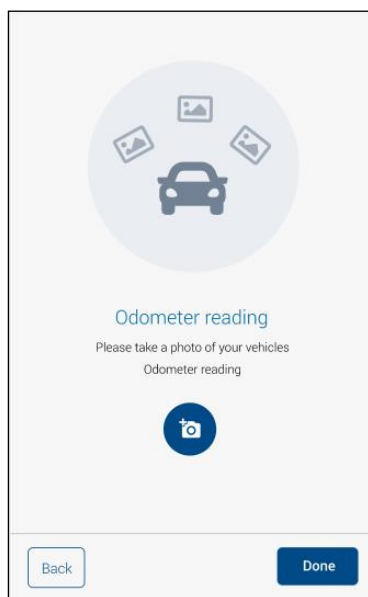




10. Damaged area (5 paces away)

Take photos of the damage from approximately 5 paces away – As many images as necessary (Recommend minimum of 5)

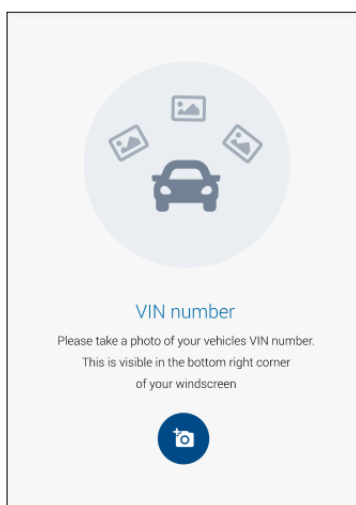
Example:



Odometer reading

Take a photo of your vehicles odometer reading

Example:



12. Vehicle identification number (VIN)

Take a photo of your vehicles VIN number

Example:

