





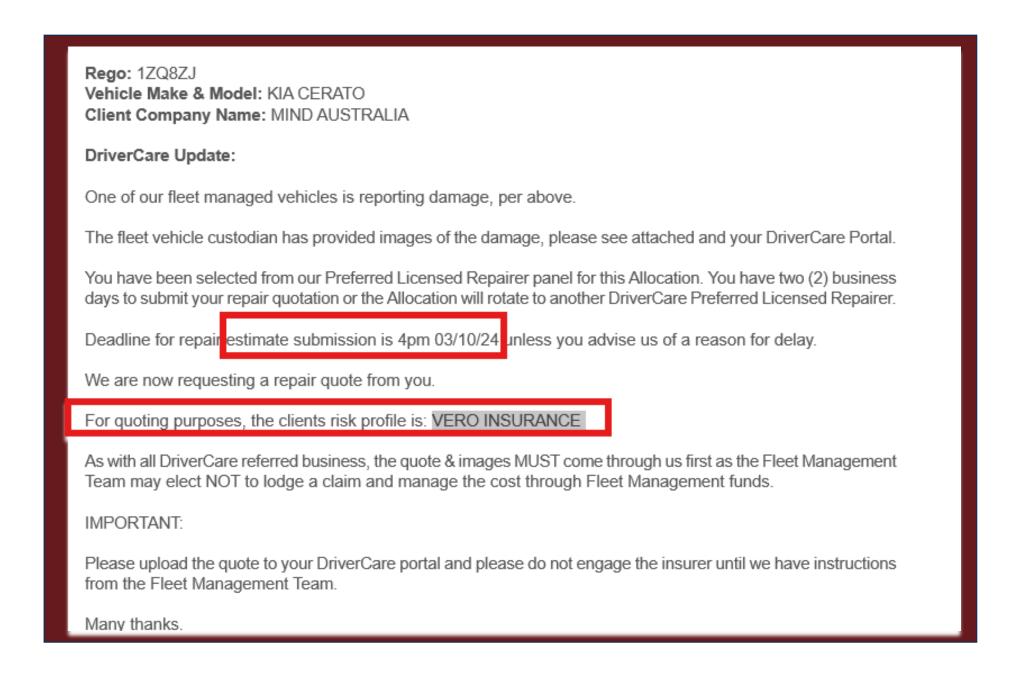
DriverCare SLA's

Key Points:

• When you receive a DriverCare Job, An email will be sent to the shop and the job will be visible via the portal.

This Email will highlight key information:

- Insurer to write the claim to
- Deadline for estimate lodgment:





DriverCare SLA's — Ready For Collection

Key Points:



This area Shows the vehicles that you have awaiting Collection from the drivers and the date to collect.

DriverCare will send an email that corresponds to this with the driver details.

Call the driver to make arrangements for collection.

Use the Contact Icon to update DriverCare once the Car has been collected/Dropped off.



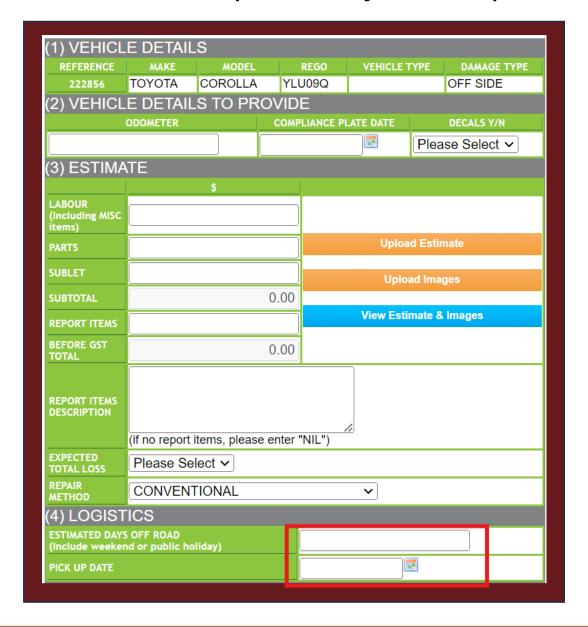
DriverCare SLA's — On-site Estimate

Key Points:

- When a job is allocated to a Sheen Group repairer, the estimate must always be sent to DriverCare via the portal, in the first instance.
- Click Enter Estimate
- Fill in all fields.



- For Estimated Days off road, be honest. Allow yourself more time rather.
- For the Pick up date, this is when you are able to fit the repair into your shop. Please allow a minimum of 2 weeks





DriverCare SLA's — On-site Claim Lodged

Key Points:



Using the Contact Icon

When an insurance company approves repairs, the repairer <u>must advise DriverCare of the approval, and the booking date</u> of the client's repairs if its been confirmed



DriverCare SLA's — Enter Adjustments

Key Points:

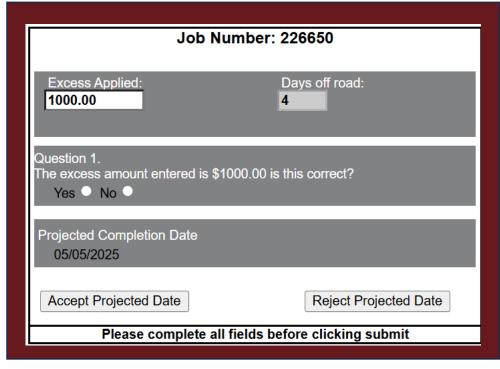


Must Enter Adjustments to the production time.

Click on Enter adjusted Estimate

Fill out the pop out box shown below. Confirmed in the Excess amount and the projected completion date.

If the Projected completion date can not be reached. Reject and provide new completion date.



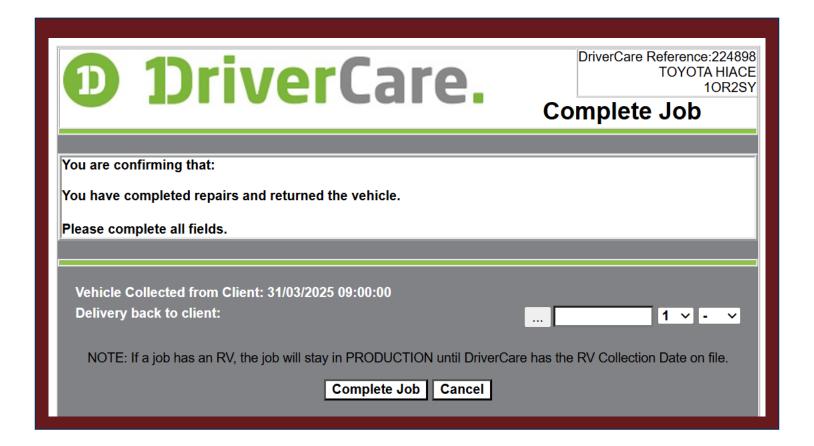


DriverCare SLA's – Vehicle Under Repair

Key Points:



Must communicate the completion of the job on the day the vehicle has been repaired and given back to the client On the day that the vehicle is delivered back or collected, the job should be closed off Click "complete Job" on the portal and fill out the below box with the detail.





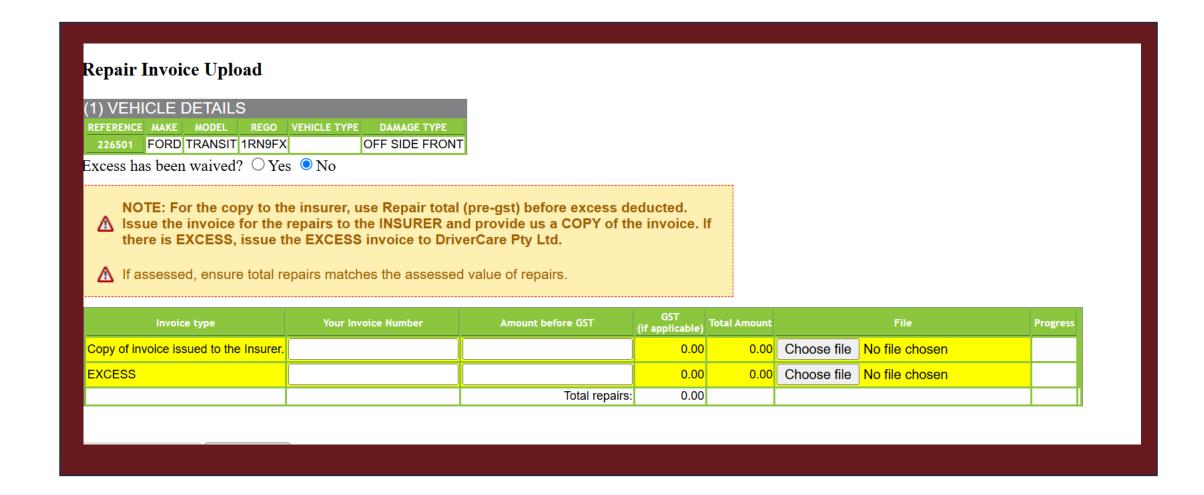
DriverCare SLA's — Awaiting Repair Invoice

Key Points:



Must Upload the Associated invoice to the job,

Click The Upload Invoices Icon and follow the instruction in the pop out box shown below.





DriverCare SLA's

Key Points:

- When you receive a DriverCare Job, An email will be sent to the shop and the job will be visible via the portal
- DriverCare will then arrange independent assessment or insurance claim
- When an insurance company approves repairs, the repairer must advise DriverCare of the approval, and the booking date of the client's repairs.
- Sheen Group will not supply rental/Courtesy vehicles to DriverCare clients unless otherwise advised.
- Use the Portal To communicate with DriverCare.



