

DriverCare Portal Walkthrough



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:

Rego: 1ZQ8ZJ
Vehicle Make & Model: KIA CERATO
Client Company Name: MIND AUSTRALIA

DriverCare Update:

One of our fleet managed vehicles is reporting damage, per above.

The fleet vehicle custodian has provided images of the damage, please see attached and your DriverCare Portal.

You have been selected from our Preferred Licensed Repairer panel for this Allocation. You have two (2) business days to submit your repair quotation or the Allocation will rotate to another DriverCare Preferred Licensed Repairer.

Deadline for repair estimate submission is 4pm 03/10/24 unless you advise us of a reason for delay.

We are now requesting a repair quote from you.

For quoting purposes, the clients risk profile is: VERO INSURANCE

As with all DriverCare referred business, the quote & images MUST come through us first as the Fleet Management Team may elect NOT to lodge a claim and manage the cost through Fleet Management funds.




IMPORTANT:

Please upload the quote to your DriverCare portal and please do not engage the insurer until we have instructions from the Fleet Management Team.

Many thanks.

DriverCare SLA's – Ready For Collection

Key Points:

READY FOR COLLECTION											
Please arrange with the driver to collect these vehicles between 9am and 12pm on the date shown											
	JOB NUMBER	CLAIM NUMBER	REGO	Operator	VEHICLE	COMPANY NAME	SUBURB	PICKUP DATE	CLAIM FORM	RV	INSURER CONTACT
	225646	0328638674AU	2AY2XE	WEB	TOYOTA RAV4	MARS AUSTRALIA PTY LTD	HOPPERS CROSSING	06/05/2025		Yes	 View 25 Files

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

ON-SITE ESTIMATE

Please arrange with the driver to complete an on-site estimate at an agreed location on the date shown.



Enter Estimate

JOB NUMBER	REGO	Operator	VEHICLE	COMPANY NAME	SUBURB	ESTIMATE DATE
223442	1ZQ8ZJ	WEB	KIA CERATO	MIND AUSTRALIA	THORNBURY	Not arranged yet

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(1) VEHICLE DETAILS

REFERENCE	MAKE	MODEL	REGO	VEHICLE TYPE	DAMAGE TYPE
222856	TOYOTA	COROLLA	YLU09Q		OFF SIDE

(2) VEHICLE DETAILS TO PROVIDE

ODOMETER	COMPLIANCE PLATE DATE	DECALS Y/N
<input type="text"/>	<input type="text"/>	Please Select

(3) ESTIMATE


	\$	
LABOUR (Including MISC items)	<input type="text"/>	Upload Estimate
PARTS	<input type="text"/>	
SUBLET	<input type="text"/>	
SUBTOTAL	0.00	Upload Images
REPORT ITEMS	<input type="text"/>	View Estimate & Images
BEFORE GST TOTAL	0.00	
REPORT ITEMS DESCRIPTION	<div><input type="text"/></div> <div>(if no report items, please enter "NIL")</div>	
EXPECTED TOTAL LOSS	Please Select	
REPAIR METHOD	CONVENTIONAL	

(4) LOGISTICS

ESTIMATED DAYS OFF ROAD (Include weekend or public holiday)	<input type="text"/>
PICK UP DATE	<input type="text"/>

DriverCare SLA's – On-site Claim Lodged

Key Points:





ON-SITE CLAIM LODGED													
Only move job on after assessment is completed.													
	JOB NUMBER	REGO	Operator	VEHICLE	EXCESS	ESTIMATED COST	COMPANY NAME	ASSESSMENT TYPE	ASSESSOR	ASSESSMENT TIME	CLAIM NUMBER	INSURER	ESTIMATE
	7145	1OG9YA	WEB	TOYOTA TARAGO	\$1000	\$11329.00	MIND AUSTRALIA	Estimage	VERO	15/04/2025	K009189371	VERO	E
View 53 Files													

Using the Contact Icon

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

DriverCare SLA's – Enter Adjustments

Key Points:

ENTER ADJUSTMENTS													
Please enter adjusted estimates for these vehicles.													
													
Enter adjusted estimate	JOB NUMBER	REGO	Operator	VEHICLE	EXCESS	ESTIMATED COST	COMPANY NAME	ASSESSMENT TYPE	ASSESSOR	ASSESSMENT TIME	CLAIM NUMBER	INSURER	ESTIMATE
	226650	1UE6JL	WEB	TOYOTA COROLLA	\$1000	\$2103.00	MIND AUSTRALIA	Estimage	VERO	19/03/2025	K009144936	VERO	E
													View 19 Files

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.

Job Number: 226650

Excess Applied:

Days off road:

1000.00

4

Question 1.

The excess amount entered is \$1000.00 is this correct?

Yes ☐ No ☐

Projected Completion Date

05/05/2025



Accept Projected Date

Reject Projected Date

Please complete all fields before clicking submit

DriverCare SLA's – Vehicle Under Repair


Key Points:

VEHICLE UNDER REPAIR																
				JOB NUMBER	REGO	Operator	VEHICLE	EXCESS	ADJ EST	COMPANY NAME	PDO	DAMAGE	RV RETURN	CLAIM NUMBER	SUP ACK	
		<div>Complete Job</div>	<div>Enter Supplement</div>	224898	1OR2SY	WEB	TOYOTA HIACE	\$0	\$1515.00	Possability Group Limited	30/04/2025	REAR END	No	CGU256433701	N/A	<div>View 12 Files</div>

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 Reference:224898
TOYOTA HIACE
1OR2SY

Complete Job

You are confirming that:

You have completed repairs and returned the vehicle.

Please complete all fields.

Vehicle Collected from Client: 31/03/2025 09:00:00


Delivery back to client: 1 -

NOTE: If a job has an RV, the job will stay in PRODUCTION until DriverCare has the RV Collection Date on file.

Complete Job **Cancel**

DriverCare SLA's – Awaiting Repair Invoice

Key Points:

DriverCare AWAITING REPAIR INVOICE												
		JOB NUMBER	REGO	Operator	VEHICLE	DAMAGE	EXCESS	ADJ EST	COMPANY NAME	COMPLETION DATE	SUP ACK	
	Upload Invoices	226501	1RN9FX	WEB	FORD TRANSIT	OFF SIDE FRONT	\$750	\$0.00	UNITING VICTORIA AND TASMANIA LIMITED	27/03/2025	N/A	View 34 Files

Must Upload the Associated invoice to the job,
Click The Upload Invoices Icon and follow the instruction in the pop out box shown below.

Repair Invoice Upload

(1) VEHICLE DETAILS

REFERENCE	MAKE	MODEL	REGO	VEHICLE TYPE	DAMAGE TYPE
226501	FORD	TRANSIT	1RN9FX		OFF SIDE FRONT

Excess has been waived? ☐ Yes ☒ No

NOTE: For the copy to the insurer, use Repair total (pre-gst) before excess deducted.

Issue the invoice for the repairs to the INSURER and provide us a COPY of the invoice. If there is EXCESS, issue the EXCESS invoice to DriverCare Pty Ltd.

⚠



If assessed, ensure total repairs matches the assessed value of repairs.

Invoice type	Your Invoice Number	Amount before GST	GST (if applicable)	Total Amount	File	Progress
Copy of invoice issued to the Insurer.			0.00	0.00	Choose file No file chosen	
EXCESS			0.00	0.00	Choose file No file chosen	
		Total repairs:	0.00			

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.

ON-SITE ESTIMATE									
Please arrange with the driver to complete an on-site estimate at an agreed location on the date shown.									
		Enter Estimate	JOB NUMBER	REGO	Operator	VEHICLE	COMPANY NAME	SUBURB	ESTIMATE DATE
			223442	1ZQ8ZJ	WEB	KIA CERATO	MIND AUSTRALIA	THORNBURY	Not arranged yet
									View 9 Files