



Relationship: Sheen Fleet – all escalations through Sheen Fleet

What you need to know: (Quick overview)

- Call 3rd party within 2 hours of referral
- Pick up and drop off service always offered
- **Driveable:**
 - Always offer an onsite inspection
 - Offer an Asset replacement vehicle - once assessed quote is approved and PO sent by SOLO – do not de-horse before this
- **NON - Driveable:**
 - Offer an Asset replacement vehicle straight away (arrange Sheen Towing only as they have agreed rates or towing allocation if required)
- Quotes to be submitted to SOLO within 24 hours of vehicle inspection -
mva@solo.com.au CC fleet@sheengroup.com.au
 - With estimated repair time i.e. 5 days.
 - Self-insured to \$30,000 @\$85 / NTI over \$25,000 (notify Sheen Fleet)
- Client updates – twice weekly

Debtor in iBody:

When you set up SOLO in iBody make sure that admin.ho@sheengroup.com.au is the email address. Payment terms “End of Following Month” (30 days EOM). All labour at \$85 p/h.

SOLO Resource Recovery ABN: 62398575816
86-88 Chinderah Bay Dr, Chinderah NSW 2487
PH: 1300 249 755 Email: admin.ho@sheengroup.com.au

Invoice must contain:

Start date and end date that line up with Asset invoice and Completion Certificate
Full name of 3rd party / MVA number / All labour at \$85 p/h / Payment terms: “End of Following Month” (30 days EOM) / Head office letter head and Bank details - once completed please email admin.ho@sheengroup.com.au with Completion Certificate

General claim process in more detail:

1. Sheen shop receives request from Sheen Fleet and contacts client (within 2 hours) to arrange inspection
 - a. Wait until assessed approved quote and PO is available before providing Asset vehicle
 - b. OR if non driveable Sheen shop arranges replacement vehicle through Asset and Sheen Towing immediately
2. Sheen Shop Sends Quote to mva@solo.com.au - With estimated repair time i.e. 5 days (CC Fleet@sheengroup.com.au for upload to portal)
3. mva@solo.com.au send back authorised quote and PO and Completion Certificate
~Works now authorised to begin~
~Once Job is Completed~
4. Sheen Shop sends Invoice & Completion Certificate to admin.ho@sheengorup.com.au
5. Head Office returns Head Office template invoice and Completion Certificate to Sheen store and Fleet
6. Fleet Send Invoice and Completion Certificate to SOLO

FAQ

Self-Insured:

Under \$30K - SOLO have an inhouse assessor who assesses all under excess work.
If your quote is over \$25,000 – please flag with Sheen Fleet before sending to SOLO. If the claim is going to be a significantly larger repair or a difficult client, they will work with Fleet at point of referral to advise it will be an insurance claim through NTI.

Pricing & Quoting methodology:

No referral fee or excess reduction offered. \$85.00 /hour labour rate. All additional repairs and or parts need images and invoices supplied before authorising. When a repair estimate is sent for authorisation all images showing the full car un-zoomed and then the damage are required. Misc Items can be negotiated with SOLO on a line by line at the time based on the process of repair

Accounts/Finance Communication:

There is a central account through HQ – all accounts enquiries to go through sheen fleet and not to SOLO.

Replacement Vehicles Rental Invoicing:

SOLO receive an invoice from Asset directly and have an agreed daily rate per vehicle.
We are required to notify Solo pre-repair the “off road” timeframe for repair i.e. 5 days.
If the vehicle is a non-driver and towed in, we must provide an estimated timeframe.

Shop Instructions for Asset iPad:

1. Choose **DIRECT HIRE** as Rental Type
2. Write in Renter Details Notes this is **COMMERCIAL CLIENT** - Include **NAME** of client company
3. Always include Company **EMAIL ADDRESS** in the email address field
4. Fill out **RENTER DETAILS** of the individual renting the vehicle (*not company*)
 - i. *Individuals' Drivers Licence IS required*
 - ii. *Credit Card of Driver is NOT required*
5. **VEHICLE** photos as usual for damages
6. **SIGNATURE** and **CHECK OUT** as usual

In no instances are we to offer a replacement vehicle at no cost – if this is ever questioned, refer the enquiry straight to Sheen Fleet. This is a corporate arrangement outside of our accident replacement vehicles advertised.

Towing / Transportation:

If transportation is to be required to move SOLO claim vehicles - Sheen Towing are the **only & exclusive** towing provider to be utilised.

Sheen towing have a set rate card in place with SOLO & will invoice at these rates to your store - you are to include on your estimate / invoicing and not add any mark up.

For all tow booking requests, the best way is to email: Towing.bayswater@sheengroup.com.au

It is imperative that when booking in these jobs, the shops advise towing that the vehicle being towed is a SOLO vehicle.

SOLO Compliance Certificate:

Solo will provide a compliance certificate to be signed off and dated by the driver collecting their vehicle. This is for every job. (**YOU WILL NOT BE PAID WITHOUT THIS**)

Decals / Signwriting:

If any, please refer to 3rd party's existing signwriter