



### **Referral Process:**

- Jobs will be forwarded to your store from DriverCare
- When you receive the email, click on the appropriate **LINK** in the email advising this job (this advises DriverCare that you have accepted the job)
- Please contact the client/driver within 24 hours to arrange an estimate.

The referral email will also give you the “Client On-Site Estimate Advice” or “New Motor Vehicle Repair Advice”, advising client and driver details, vehicle and damage details, and insurance details.

If the job is for a self-insured client, please upload the original estimate and images to DriverCare via Interactive. Drivercare will arrange an independent assessment, the assessor will upload the adjusted estimate, and DriverCare will advise when repairs are approved.

If the repair is an insurance job, please upload the original estimate and images as above via Interactive. Drivercare lodge the claim with the insurance company.

The insurance company will contact you for any further information, and to arrange the assessment. The insurance company will approve the repairs.

### **DriverCare Communication Requirements:**

Whenever you update the driver on a status update, please send that same communication to DriverCare Portal for that specific job (click on envelope icon)

Day before repairs finalised: Please contact the driver directly to arrange a drop off time for the next day.

### **Client Communication Requirements:**

#### When job referred:

You must contact the driver on your referral within 24 hours to book an inspection .

Once you have spoken to the driver, you must communicate this to DriverCare through the DriverCare interactive (click on envelope to send message)

#### Booking

DriverCare will complete the **date** booking with the driver & it is up to the store to contact the driver regarding the **time** of the drop off for that day.

### Delays

Any delays must be immediately communicated through DriverCare portal (envelope icon) in the first instance that you are aware of the delay.

### Hire Vehicles

DriverCare **exclusively** utilise **Hertz** for all replacement vehicle requirements.

Your local Hertz branch will drop off the vehicle to your store on the morning of the repairs (be mindful when booking in clients that the earliest Hertz drop off is 9am).

Hire Vehicle Pick Up – Please call your local Hertz branch immediately when the customer drops the vehicle back and leave a note in the DriveCare portal (envelope icon).

### **Pricing:**

Self Insured – Sheen Fleet Pricing Schedule @ \$110 per hour (available on homepage of Sheen Fleet on Intranet)

Insured – Price according to insurer times & rates

### **Rebate:**

Flat fee of \$330.00 (exc. GST) per repair job.

### **Debtor Details:**

Company Name: DriverCare Pty Ltd  
PO Box 373, NORTH SYDNEY NSW 2059 ABN:  
95 123 610 140

### **DriverCare Contact Details:**

If you have any issues on a day to day basis, (contacting the driver, changing a booking day, etc.), please call the Customer Care Team on 1300 817 406 or email our team via Interactive.

Call Centre: 1300 817 406

### **Post Repair / Invoicing:**

After the repairs are complete, please send the repair Tax Invoice to the insurance company and upload the Excess invoice to DriverCare portal.

For self-insured clients, the repairer must submit the Tax Invoice (made out to DriverCare) for the approved repair amount upon completion of repairs, and this amount will be paid as per our agreed payment terms. When a Supplementary Repair is needed, the repairer must raise an estimate as soon as possible, and forward that estimate for assessment and approval, prior to raising the Tax

Invoice. Once the Supplementary Repair has been approved, forward the Tax Invoice for the total repair amount.

When the repair is an insurance repair, the Tax Invoice for the excess (made out to DriverCare) must be submitted to DriverCare upon completion of repairs, and this amount will be paid when as per our agreed payment terms.

Please ensure that the DriverCare job reference number is on all documentation.

### Payment on Statement:

Please put the outstanding invoices for DriverCare in a statement. **These statements are to be sent through to DriverCare at the end of each calendar month.**

Send to [accounts@drivercare.com.au](mailto:accounts@drivercare.com.au) with Fleet ([fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)) copied in.

These statements are the trigger for payment. Not just an invoice.

See below pictures of examples:

**SPS RESERVOIR**  
KEEPING YOU ON THE ROAD  
SPS RESERVOIR Pty Ltd  
ABN: 36 431 582 987  
922-932 HIGH STREET, RESERVOIR, VIC, 3073  
PH: 03 9473 9055 Fax: 03 9473 9066  
Email: [admin.reservoir@sheengroup.com.au](mailto:admin.reservoir@sheengroup.com.au)

**Tax Invoice #4285**

Owner: **BERRY STREET**  
266 Raglan St, Preston VIC 3072

Invoice to: **DRIVERCARE PTY LTD**  
PO BOX 373, NORTH SYDNEY, NSW, 2059  
ABN - 95 123 610 140

Home Phone:      Mobile Phone:      Email:

Estimate Number: 11534      Invoice Date: 30/10/2024      Order Number: 222624

**HYUNDAI I30 Hyundai WAW Ceramic White**      Automatic      1RC6BH

Body style: HATCHBACK      Odometer:      Paint Code: WAW      VIN: KMRH351EMLU129793

Cylinders:      Manufactured: December 2019      Trim Code:      Engine Number:

**Remove + Refit**      Amount: 637.00

**Repair**      Amount: 651.29

**Paint**      Amount: 765.00

**Miscellaneous**      Amount: 8.00

ENVIRONMENT LEVY      8.00

POST REPAIR ELECTRICAL CHECK & RESET ON-BOARDS      88.00

WORKSHOP SUPPLIES      35.00

SUPPLY WAXES, SEALERS & SPRAYS FACTORY SPEC      35.00

**Total Excluding GST**      2219.20

**GST Amount**      221.92

**Total Payable Including GST \$**      2441.12

Payment Terms - Due on Receipt: Due 30/10/2024

1 - 2 - 3x Invoice #4285

MYOB / Excel

**SPS RESERVOIR PTY LTD**  
922 High Street  
Reservoir Vic 3073

**Aged Receivables [Detail]**  
As of 12/03/2025

ID No.	Job Number	Registration	Date	Total Due	0 - 30	31 - 60	61 - 90	90+
DRIVERCARE PTY LTD								
*None								
4285	222624	1RC6BH	30/10/2024	\$2,441.12	\$0.00	\$0.00	\$0.00	\$2,441.12
4307	222591	1WS6QE	11/11/2024	\$1,915.82	\$0.00	\$0.00	\$0.00	\$1,915.82
4312	222951	2AF4ND	13/11/2024	\$1,504.10	\$0.00	\$0.00	\$0.00	\$1,504.10
4342	222902	1TR2BC	25/11/2024	\$1,126.40	\$0.00	\$0.00	\$0.00	\$1,126.40
4424	222589	1YMIRO	19/12/2024	\$2,561.67	\$0.00	\$0.00	\$2,561.67	\$0.00
4488	224077	1TB8F1	14/01/2025	\$4,287.80	\$0.00	\$4,287.80	\$0.00	\$0.00
4604	224277	1TR2BC	27/02/2025	\$6,680.21	\$6,680.21	\$0.00	\$0.00	\$0.00
4612	224676	1VC3SE	27/02/2024	\$750.00	\$750.00	\$0.00	\$0.00	\$0.00
4607	225337	1VS4L	28/02/2025	\$3,818.33	\$3,818.33	\$0.00	\$0.00	\$0.00
Total:				\$25,085.45	\$11,248.54	\$4,287.80	\$2,561.67	\$6,987.44

DRIVERCARE'S payment terms are thirty (30) days. Tax Invoices should be uploaded to the portal.

After completing these steps, if you have any accounts queries, please contact fleet team or DriverCare's contact number is 1300 893 332.