



**Relationship:** Sheen Fleet

**Service Compliance Levels:** You are required to follow the **Fleet – Solvd (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 Solvd (Innovation Group).

**Referrals** will come through [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)

**Accounts/Finance Communication** direct to your store admin email.

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

**Replacement Vehicle:** Solvd (Innovation Group) have a national agreement with Europcar – Solvd (Innovation Group) will handle the bookings.

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

**Reporting/Updates:** All store communication directly with driver.

**Escalation Point:** Sheen Fleet.

**Please note:** Solvd (Innovation Group) may send a request through to iBody after you have received the request to quote from a different company. This simply means that Solvd (Innovation Group) is assessing on behalf of another insurer like Mercurian or Stella, you will not be required to pay two referral fees as Solvd (Innovation Group) will be paid by the insurer for their assessment.

**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: [qandi@au.innovation-group.com](mailto:qandi@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 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.

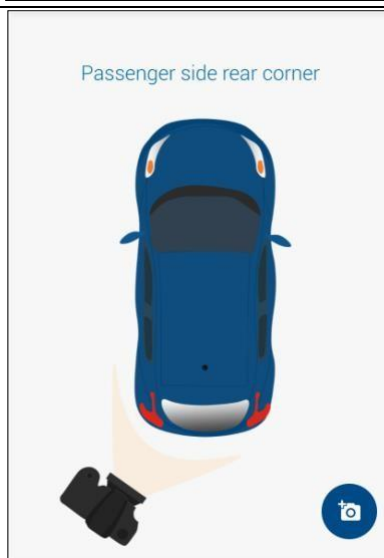
Example:



Full passenger side

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

Example:

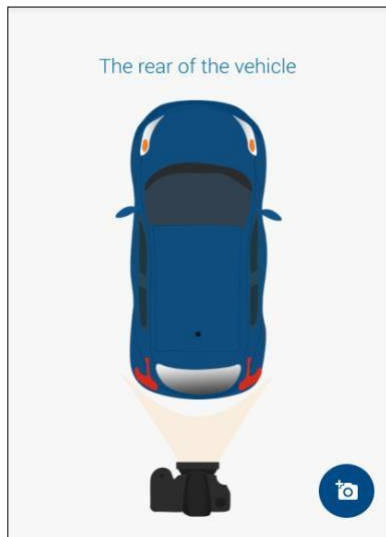


Passenger side rear corner

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

Example:

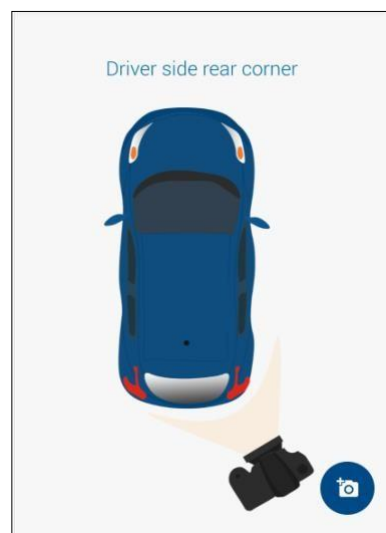




### Rear of the vehicle

Take photo from the rear capturing the entire vehicle

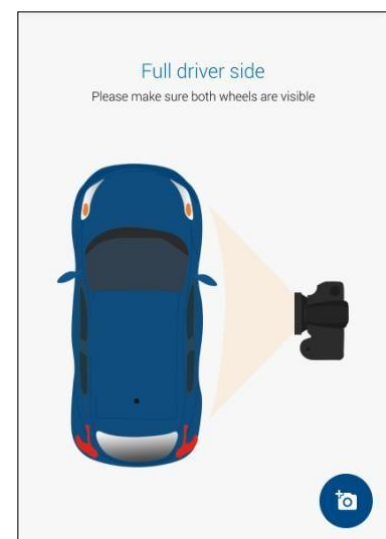
Example:



### Driver side rear corner

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

Example:

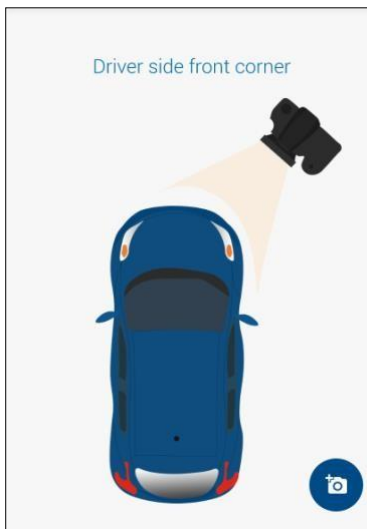


### Full driver side

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

Example:

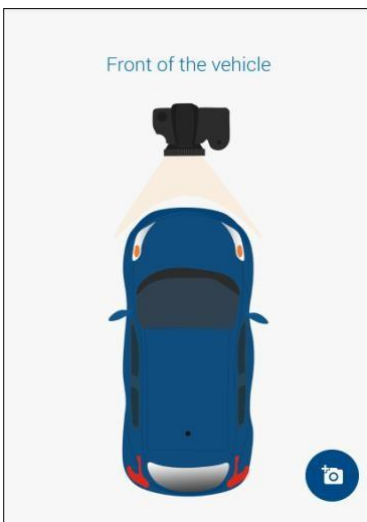




#### Driver side front corner

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

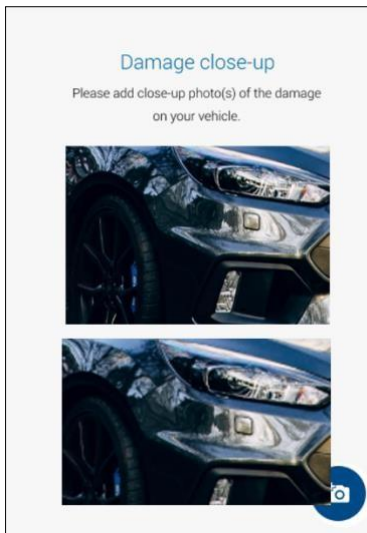
Example:



#### 8. Front of the vehicle

Take photo from the front capturing the entire vehicle.

Example:



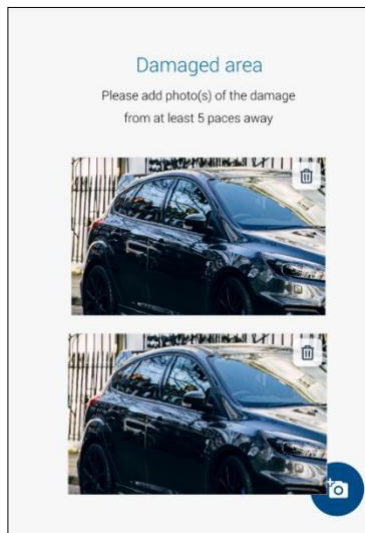
#### Damaged area (Close-up)

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

Example:



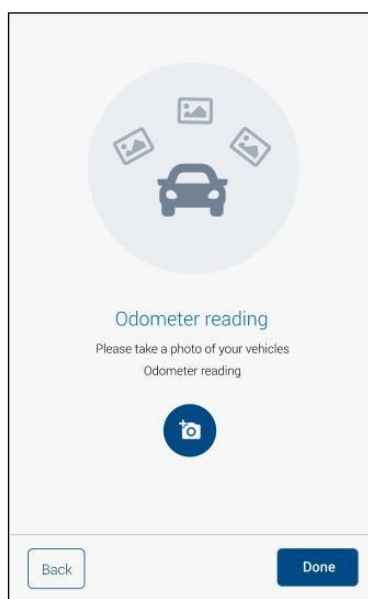




## 10.Damaged area (5 paces away)

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

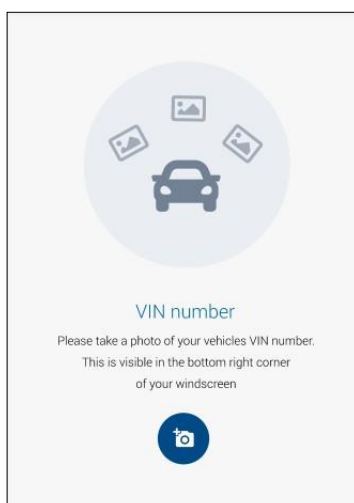
Example:



## 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:

