



**Relationship:** Sheen Fleet – all escalations through Sheen Fleet

**What you need to know:** (Quick overview)

- Call 3<sup>rd</sup> 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 provide an Asset car 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](mailto:mva@solo.com.au)  
CC [fleet@sheengroup.com.au](mailto: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

**Invoice must contain:**

1. Start date and end date that line up with Asset invoice and Completion Certificate
2. Full name of 3<sup>rd</sup> party
3. MVA number
4. All labour at \$85 p/h
5. Payment terms: “End of Following Month” (30 days EOM)
6. Head office letter head and Bank details - once completed please email [admin.ho@sheengroup.com.au](mailto: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](mailto:mva@solo.com.au) - With estimated repair time i.e. 5 days (CC [Fleet@sheengroup.com.au](mailto:Fleet@sheengroup.com.au) for upload to portal)
3. [mva@solo.com.au](mailto: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@sheengroup.com.au](mailto:admin.ho@sheengroup.com.au)
5. Head Office returns templated invoice and Completion Certificate to Sheen store and Fleet
6. Fleet Send Invoice and Completion Certificate to SOLO.

## FAQ

### Debtor in iBody:

When you set up SOLO in iBody make sure that [admin.ho@sheengroup.com.au](mailto: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](mailto:admin.ho@sheengroup.com.au)

### 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](mailto: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 3<sup>rd</sup> party's existing signwriter.