



Start

Fleetcare send referral to state delegate/Car Craft Member- work is given to the most suitable eg location and or capacity.

Owner must be contacted within 12 hours and books an appointment for an estimate and emails fleetcare@car-craft.com.au (this email has multiple recipients)

Car Craft member must institute COVID 19 SOP's to ensure maximum safety is provided for the driver and staff (please see SOP attached).

Car Craft member submits estimate to insurer and maintains contact until assessed and approved. Car Craft member also submits the Fleetcare information documentation (as attached).

Drivable

Non- Drivable

Drivable vehicles: please arrange a time to inspect the vehicle, either at the Car Craft member premises of office/home of driver- Do not pick up or tow vehicle to your premises unless you can start work immediately (Key to Key time is critical).

Non drivable vehicles please organise a tow truck to bring vehicle to Car Craft members premises and email State delegate or fleetcare@car-craft.com.au

Once the claim is authorised email fleetcarehire@car-craft.com.au advising of repair booking date and estimated completion date.

Fleetcare will book the driver a hire vehicle and advise of the address of hire car company-please not do not provide a courtesy vehicle.
Car Craft member is then required to either send driver to the hire car company via Uber or may arrange transport from internal sources.

Car Craft member must keep state delegates advised of the repair status eg delay in parts or change in completion date.
Car Craft Head Office will then update Fleetcare via an agreed format via crash@fleetcare.com.au

Car Craft member notifies state delegate when the vehicle has been returned to the driver, and that all COVID 19 procedures have been carried out during handover then Car Craft member is to invoice the insurance company
Fleetcare pay ALL insurance excess payments direct to the insurer.
If the insurer sends an authority to collect excess in error please advise Fleetcare via crash@fleetcare.com.au

On completion of referred work Fleetcare will then invoice Car Craft Holdings in a central billing format.
Car Craft Holdings will then invoice the Car Craft member the referral fee.