

Procurement

Vehicles are sourced through our fleet manager, Smartfleet. The purchasing approach is determined by the requirements and planned use of the vehicle:

- **Buy Back Program:** Vehicles purchased with the agreement that the dealer will purchase back at 15,000km or 9 months (whichever comes first) for a guaranteed changeover fee - \$2,000 less of the original sold price. The Buy Back program helps the Society manage the age and cost of maintaining fleet vehicles.
- **Purchased and changed over at 40,000km or 2 years:** This approach is taken when it is anticipated that a vehicle will be driven more than 20,000km per annum and therefore not be suited to the Buy Back Program.
- **Leased:** A limited number of vehicles are leased, rather than purchased, because this suits the funding arrangement in place for the vehicles. In certain situations, leases may be aligned to tenure of major government contracts awarded to the Society.
- **Commercial:** commercial vehicles and buses are generally changed over at 120,000km or 5 Years (whichever comes first).

How do I know when my vehicle is due for change over?

If my vehicle is a buy back or a leased vehicle:

Smartfleet or a member of the Society's Fleet Team will contact vehicle drivers/custodians when their vehicle is approaching 15,000kms/9months and is due for change over and share a list of vehicles currently available for selection (also available [here](#)).

If your vehicle is under the Buy Back Program, a replacement vehicle order form must be placed well in advance of your vehicle being returned at 15,000km or 9 months (whichever comes first). This is to ensure the guaranteed buy back of your vehicle for \$2,000 less than the purchase price.

If your vehicle is a leased vehicle the new vehicle must be ordered well in advance of the upcoming lease expiry date.

If my vehicle is on a 40,000 or 2 years change over cycle:

Timing is not as strict for these vehicles as they are under the Society's buy-back program. You will be contacted by Smartfleet or a member of the Fleet team, or you can initiate the process by completing the Vehicle Request Form found [here](#). Please submit the completed form to Fleet once it has been signed by your Executive Director.

How do I request a new motor vehicle?

1. The Driver/Custodian should complete the New Vehicle Request Form found on the [portal](#):
 - a. Ensure you indicate 2 vehicle preferences, and colour for each (Smartfleet will endeavour to match requests if they can),
 - b. Complete the vehicle condition section for your existing vehicle,
 - c. Driver/Custodian to arrange appropriate sign off from (1) manager and (2) Executive Director (signatures to be included on the form)
 - d. Read and agree to Motor Vehicle Policy,
 - e. Submit your **completed** form to the Vinnies Fleet team at Fleet@vinnies.org.au
2. The Vinnies Fleet team will place the vehicle order with Smartfleet.
3. Smartfleet will liaise with the driver/custodian to arrange delivery of the new vehicle, and collection of the vehicle being replaced.
4. Smartfleet will automatically mail a new fuel card. Expect this to arrive within a week of new vehicle delivery.
5. Smartfleet will forward the vehicle paperwork and invoice to the Vinnies Fleet team for payment.
6. When returning your vehicle please:
 - a. Ensure the **spare key/s, service book, owner's manual, and any vehicle accessories** are returned with the vehicle,
 - b. Remove all personal items,

- c. Existing e-tag and first aid kit must be removed and placed in your newly delivered vehicle
- d. Ensure the car is in a clean and presentable state, and has a reasonable amount of fuel
- e. Complete the delivery confirmation form, returned to the dealer, and send to Vinnies Fleet team.
Once delivery confirmation is received,
 - o The dealer invoice is to be paid within 21 days,
 - o The dealer is invoiced for the return of the Buyback vehicle.

Is there any paperwork I need to complete before I drive a company vehicle?

You will need to read and acknowledge compliance with the [Motor Vehicle Policy](#), available on the staff [portal](#).

Information for Drivers

Society vehicles are managed by our contracted fleet manager, Smartfleet.

Servicing

How do I know when my car is due for service?

- Buy back vehicles do not require servicing as they are returned to the dealer prior to the first service being due, ie,15,000 kms.
- For all other vehicles:
 - o The service book contained in the vehicle outlines the service schedule which needs to be followed to ensure vehicle warranty is maintained.
 - o The repairer will also fit a service reminder sticker to the windscreen.
 - o The fleet management provider will send drivers an email or a text prompting vehicle servicing. This is triggered by vehicle odometer readings.
(Remember: always enter correct odometer reading at each fuel fill up)

It is the responsibility of the vehicle custodian to ensure servicing of their vehicle does not become overdue.

The Fleet team can be contacted via email (fleet@vinnies.org.au) if drivers or vehicle custodians remain unclear as to when their vehicle needs to be serviced.

My vehicle is due for service, where do I take it?

Find your local service centre here: [Smartfleet Merchant Finder](#)

Upon placing the booking, you must notify the service centre that your vehicle is fleet managed by Smartfleet. Smartfleet will liaise with the service centre / mechanic to authorise and provide work orders and arrange payment.

Smartfleet will maintain records of all services which will in turn prompt the next service for your vehicle.

When your vehicle is in the shop for repairs and/or maintenance, the mechanic will undertake an inspection to identify the work which needs to be undertaken and any associated cost/s. When identified, the costs will need to be approved before the work can commence. Approvals will be solicited by Smartfleet via email to Society drivers or vehicle custodians. Ensure you respond to Smartfleet in a timely manner to approve work and to avoid completion delays.

Do I pay for the service and claim back the expense?

You must not pay for the servicing of fleet vehicles as Smartfleet will arrange this. However, you must ensure that the service centre / mechanic is made aware that your vehicle is fleet managed by Smartfleet prior to the service being carried out.

Smartfleet will arrange payment and charge the Society back on their monthly invoice.

Roadside Assist

Who do I do contact if I breakdown?

Contact:

Smartfleet Roadside Assist phone: 1300 388 044 > and press 1 or 2	
Smartfleet's nominated roadside assistance service provider is NRMA with access to 24/7 emergency roadside driver assistance.	
Passenger / SUV vehicles (up to 2.5 tonne):	Light Commercial vehicles & Heavy vehicles:
Includes standard callouts and towing. Any amounts outside standard services will be recharged as per the nominated service provider's fee schedule. For example, towing outside agreed ranges, replacement battery.	Charge for callouts and parts will be as per nominated service provider's fee schedule.

Accident & Vehicle Damage

I've had an accident, what now?

I haven't had an accident, but I've noticed your vehicle has damage, what should I do?

In addition to the information provided in the document, please refer to the [driver resources](#) available on the staff portal.

1. Complete a Vinnies [Incident Report](#) & notify your line manager within **24 hours** of incident.
2. Lodge an insurance claim using one of the lodgement options:

Phone: 1300 888 073 – 24/7

Email:

Complete the [Claim Lodgement Form](#) available on the staff portal and email to LodgeClaim@Vero.com.au

Vero Policy no. MSL019230529

3. Once the claim is successfully lodged, Vero will provide you with a claim number
4. In the event of an 'at fault' accident, incurring a \$500 excess, your manager will be contacted to provide cost centre details and approve payment of the excess.
5. Vero will advise the available recommended repairers in your local area and liaise with you to book the vehicle in for repairs on a suitable date and time
6. If your vehicle is drivable, you will need to drop your vehicle off at the repairer on the arranged date and time for repair to begin.
7. If your vehicle is not drivable Vero will organise for the vehicle to be transported to the Vero recommended repairer.
8. A complimentary taxi/uber is available at most Vero recommended repairers for whoever is dropping off and picking up your vehicle.
9. Hire Costs cover extends to cover insured vehicles if stolen or damaged for all claims. Approval should be sought from the Insurer at the time of the claim.

Cracked or broken window

I have a cracked or broken windscreen or window, what should I do?

In the event of a **Broken, Cracked or chipped Windscreen**, please call **O'Brien Glass** on 1800 027 403, a 24-hr service to all areas.

Vinnies comprehensive insurance covers one windscreen per vehicle per policy period using O'Brien Glass only.

There is no need to contact Vero, 1800 027 403 is specialised 'glass only' auto claims number.

1. Contact O'Brien on 1800 027 403
2. Advise them you have a Fleet managed vehicle, and
3. Quote the policy number MSL019230529

Registration Renewal

It is the responsibility of the vehicle custodian to ensure applicable inspections are completed on time and vehicles do not become unregistered.

The vehicle driver or custodian will receive an email alerting them of upcoming registration renewals ONLY if the vehicle requires a pink slip or heavy vehicle inspection (HVIS). The first email will be received 6 weeks prior to registration expiry.

Pink Slip and HVIS inspections should be completed 20 days prior to the renewal date. You will continue to receive reminders until the inspection is completed.

Pink Slip inspections can be booked in at a service centre or mechanic. HVIS inspection bookings must be booked through [Transport Roads & Maritime Services](#) as only certain service centres are accredited.

Drivers will receive an email notification when the vehicle registration has been renewed.

I received a registration inspection reminder what do I need to do?

- a) Follow the email instructions. The email will confirm if your vehicle requires a pink slip inspection and/or HVIS inspection, provide you a link and a phone number to help you find a local service centre or mechanic.
- b) You **must not pay** for the inspection directly. Please notify the service centre at the time of booking that your vehicle is fleet managed and they will direct the invoice to the Smartfleet for payment.

I've received an email/text about a vehicle that I'm not responsible for, what should I do?

Please **DO NOT DISREGARD!** It is essential that fleet related emails are actioned to ensure vehicle and driver safety. If you have received an email for a vehicle you are not responsible for, contact the Fleet Team: Fleet@vinnies.org.au so that they can update the records for the vehicle.

Fuel Cards

Will a replacement fuel card come with my new vehicle?

Smartfleet will arrange for a fuel card to be mailed to you in conjunction with the delivery of your new vehicle. Instructions to activate your card and personalise PIN number will be included.

The PIN number for the fuel card will be the one you choose on your first transaction.

The fuel type allowed on the card is the minimum fuel requirement for the make and model of the vehicle.

FLEET FAQs



When you fill-up at a nominated fuel provider (Ampol), please **input an accurate odometer reading** when prompted during the payment process. Odometer readings are transferred back to Smartfleet and are an essential tool for prompting vehicle maintenance and replacement at the right time.

What do I do with the fuel old card?

Once you have received, activated, and successfully used your new fuel card, please securely destroy the old one.

I've lost my fuel card, what do I do?

My fuel card isn't working, or I need a pin re-set, what do you do?

Contact the Smartfleet or Fleet so that a replacement card can be issued:

Smartfleet – admin@smartfleetaustralia.com.au

Fleet team – Fleet@vinnies.org.au

Etolls

How do I organise an E-Tag?

E-tags need to be organised by the vehicle custodian with all business related toll charges submitted periodically to accounts payable for reimbursement.

Parking Permit

I need to organise a parking permit with the local council. Who can assist?

Email the details to your vehicle fleet manager who will issue you a letter confirming registration and ownership.

Smartfleet – admin@smartfleetaustralia.com.au

Fleet Records

The custodian of a vehicle has changed, what should I do?

It is essential that you notify the Fleet team whenever the driver/custodian of a vehicle changes.

Please complete the table below and submit to Fleet@vinnies.org.au

Registration	
Directorate	
Cost centre	
Driver/custodian	
Pool or package	
Email	
Mobile number	
Location (town/suburb)	
Vinnies Site Address	