Employee and sgfleet end-to-end interactions





- ✓ Regular onsite education seminars
- √ Webinars
- ✓ Intranet and customised webpage
- ✓ Benefit days
- ✓ Digital Kiosks
- ✓ New Starter Flyer
- ✓ Member get member referral program; and, Customer Specific special offers







Employee enquiry

Customer employees' interested in participating in the program have two ways to contact **sgfleet**



the right car, right now... call **sgfleet** 1800 743 262



email us at ... enquiry@sgfleet.com





Personalised Consultant

Once a Customers employee is connected to a member of the *sgfleet* team, they receive their direct line number and email address, eliminating the need to speak to anyone else in the business. This personalised approach includes the following benefits for your employees:

- ✓ A single point of contact from enquiry through to settlement
- ✓ Unrestricted calls to their specialist Consultant
- ✓ Full assessment on cost to package, tax benefit and take home salary
- ✓ Three day settlement from initial enquiry (pending car availability).

Employer Consent

Following employee acceptance of the VSSS, it is emailed to the customer for electronic consent.

Novation Agreement

sgfleet electronically forward the co-signed Novation Agreement to the customer for execution. This **stage is optional** for Customer and Delegated Authority can be provided to **sg**fleet to reduce the administration for the Customer.













Vehicle Procurement

An employee can request vehicle pricing, trade in and vehicle testing from their Consultant.

Indicative quotes can be produced immediately for various comparative scenarios enabling an employee to assess affordability and savings outcomes.

Once the final purchase price including all extras is known a quote is delivered via email to the employee for assessment.

Quotes

Once an employee has decided on the vehicle and is happy with the details of the proposed package, the employee signs the Vehicle Salary Sacrifice Schedule (VSSS)



Finance Approval

sgfleet facilitate
finance approval
for the employee

Settlement and Documentation

sgfleet orders a tax invoice and liaises with the dealership to determine the vehicle delivery date.

Upon receipt of tax invoice, *sgfleet* forward the employee lease documentation and Lease Agreement for electronic acceptance. Upon receipt of correctly executed lease documentation, including the Novation Agreement, *sgfleet* organises settlement.

The entire quote to settlement process can be as quick as 1-2 business days applicant dependant.

Vehicle Delivery

Employee takes delivery of the vehicle, within 5 business days **sgfleet** send the Employee a Welcome Pack which includes:

- √ fuel cards
- ✓ online login details
- ✓ registration & Insurance information
- ✓ FBT information
- ✓ Accident management
- ✓ lease termination instructions
- ✓ FAQ's

Setting up and sending salary deductions (industry best practice 'Tied to Payroll' process)

Based on the information in the Notice of Lease Commencement, the Customer set up the ongoing deductions. The Customer email *sgfleet* a payfile (remittance) to advise what has been deducted and then simply remits funds via EFT to *sgfleet* two days after.

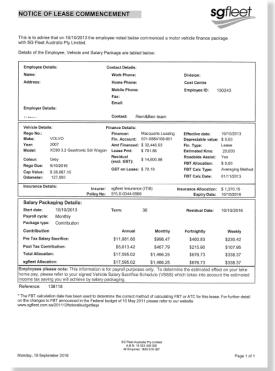
GST Process

The Customer pay *sgfleet* the amount shown in the GST Summary and claim the full amount back through your regular BAS.



Payroll Variation Authority

sgfleet forwards 'Notice of Lease Commencement' (salary deduction advice) to the nominated Customer payroll contact for processing in the next available pay run.





Receiving salary deductions

Upon receipt of the payfile and corresponding funds *sgfleet* upload the received salary deduction into the employees' lease account. Should the payfile not match the funds received *sgfleet* will produce an exceptions report highlighting the potential error.

This is then used for all vehicle expenses throughout the lease.



GST

All vehicle expenses are paid *inclusive* of *GST* to the employee's suppliers.

sgfleet will debit the employee's vehicle fund exclusive of GST.

Each month *sgfleet* provide the Customer with a GST Summary outlining all of the ITC's claimable by the Customer and the amount to be remitted back to *sgfleet*.









Managing account balances

Should an employee's circumstances change mid-lease it may require an account re-costing to bring budgets back in-line. Such circumstances can be moving house or work site and needing to use more fuel than originally budgeted for. To facilitate this, *sgfleet* employs a dedicated team to monitor lease accounts and consult with the employee should their account start to trend in the negative.

Once confirmed with the employee the adjusted deduction information is emailed to the Customer's payroll team for inclusion in the next available pay run.

Customer support services

sgfleet provides ongoing support post lease commencement. An employee has the following dedicated teams to handle their enquiry:

- ✓ Reimbursements / Direct payment
- ✓ Payroll Support (Tied to Payroll)
- ✓ Re-costing's (Lease account management)
- ✓ Terminations & Payouts
- ✓ Re-novation (Transition leases to other suppliers)
- ✓ Customer contact centre

Customer Support operates during the hours 8:00am — 6:00pm Monday to Friday and is contactable by phone or email.

sgfleet Maintenance Program

sgfleet provides the Customer employees with access to trade discounts on service and maintenance from over 7,600 selected repairers nationally. This network provides direct access to significant fleet discounts otherwise unachievable.

On average, savings equate to 10% to 20% off recommended retail pricing.

It should be noted that *sgfleet* do not mandate the use of our service and maintenance network.

Customer Satisfaction Survey

sgfleet invites employees to respond to satisfaction surveys to provide feedback after initiating a new salary packaging arrangement.

Further opportunity for feedback is provided for customers through feedback links via **sg**fleet's website and *fleetintelligence* portal.

Termination

The Customer inform *sgfleet* of the employee's termination via reconciliations@sgfleet.com.





Novated Lease Reconciliation

Through **sg**fleet's proposed Tied to Payroll process, reconciliation can occur within 3 business days for early terminations.

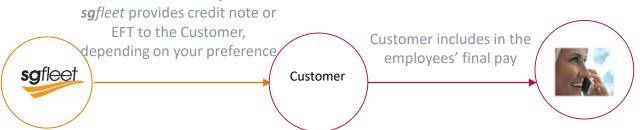
sgfleet provide the Customer with a simple Final Settlement Advice which takes into account vehicle fund balance and GST on any over-contributions.

The Final Settlement Advice contains simple employer actions, including treatment of Luxury levy and pre and post tax payments back to the employee via **sg**fleet.

Step 1. Reconciliation



Step 2 - Positive account balance



Step 3 – Negative account balance

