

Process 1.4

Drivers ceasing services

Purpose of this process is to manage the driver's payments when a driver stops providing services to REDSW

Reference Insync & Manual Invoice

General Requirements

1. The day the driver leaves or is removed from providing services to REDSW the OSM is required to email SW invoices and the General Manager to request the driver's invoices are not paid. **Please note these are paid on a rolling basis so will be released weekly.**

Please note: the next available due invoice will be held depending on the day of the week the request is made; this will mean either two or three weeks held.

1A. There is a business responsibility to make sure the request for on hold is actioned and confirmed, if any request is not confirmed back to the OSM within 24 hours then the OSM should escalate this to the Director level.

2. In the event of there being damages to the vehicle the **OSM has a period of 48 hours** to provide an estimate from a garage for the repairs, once this done and the estimate is provided the cost will be provided to the General Manager who will then inform SW invoices to add the cost to the drivers account, and who will then inform the OSM to deduct the charges from the driver on the remaining invoice left to pay including any deposit due for return. **RED SW reserve the right to charge the correct amount** this will take place when an invoice for work is higher than the estimate. In the event a driver who has stopped providing service to REDSW returns then REDSW reserve the right to collect any outstanding monies from that driver.

2A. Prior to the estimate being provided the OSM can add the cost of estimate damages from the **Charge Matrix** these charges are shown at the rear of this process

- 2B. In any instance when the OSM cannot get the vehicle to a garage then the OSM can provide pictures and video footage to the garage and the garage can then provide an estimate via text or email, this will then need to be sent the fleet and general manager for vision of the estimate so it can then be communicated to SW invoices to add to the drivers account.

3. The OSM is required to speak with the driver to explain the cost of damage or repair from the estimate and will inform the driver they will have the cost deducted from their invoice/s to cover the **cost also that any vehicle in for repair will be charged at a daily rental rate and this rate will be added to the overall cost.**

The daily charge including the insurance will be

SWB van £29.28 per day

LWB van £32.57

4. SW invoices will if required provide a total cost of monies to be paid through the held invoices, however the OSM should be able to account for this with the date they requested the invoice to be withheld.
5. Once the deductions are made on the invoices, the OSM can then complete the driver deposit invoice request, please note we can withhold a driver's payment for up to and including 28 days for reasons like traffic offences.
6. Once the invoice is completed it should be sent to the General Manager who will request it to be checked for any further outstanding monies and if clear will authorise SW invoices to release the invoice return any deposit.
7. SW invoices will then set up the payment to be paid through Insync or via Manual payments at the next available payment run.
8. **REDSW will also monitor the timeline for all drivers to ensure it falls in line with the customer requirement, the document below will be used to monitor and escalate any concerns.**



Ceased service
process.xlsx

9. Insync new invoice spreadsheet



Template.xlsx

10. Manual Invoice to use

Internal Van charge estimate



Charge Matrix.xlsx