

streetfleet

# StreetFleet Driver Instruction Manual

A guide to your Novated  
Lease Vehicle



# Welcome

Thank you again for choosing StreetFleet as your Novated Lease provider.

We have prepared this booklet as a guide to assist you with our most frequently asked questions as well as some tips on how our services are delivered.

Please refer to this for the duration of your lease to make the process of looking after your vehicle, the simplest and easiest experience.

When your stickers arrive, the instructions on where to place each of them on your car is included in this booklet.

This will assist suppliers like service and tyre centres to know that it is a StreetFleet managed lease vehicle and that they need to contact us for approval prior to completing work and receiving payment.

If you have any queries at all, please feel free to contact your consultant or our office at any time on 1300 273 359 or through our contact form here:

<https://streetfleet.com.au/contact>

Thanks again and Happy Driving!

From,  
The team at StreetFleet!



## Fuel

You will receive a StreetFleet fuel card if you nominated to have fuel provisioned in your Novated Lease.

This card is specific to your vehicle's fuel type only and your provisions are limited for usage by this vehicle only.



Present the card to the cashier after filling up and provide an accurate odometer reading at each fill. You may collect FlyBuys points on fuel purchases at select suppliers.

Call StreetFleet for any issues on 1300 273 359.

**The most common type of misfuelling, potentially the most costly, is petrol into a diesel engine. Petrol pump nozzles are smaller than diesel nozzles so can fit easily into a diesel tank.**

If you have realised the mistake at the time of refilling, whatever you do – **do not turn on the engine**. The car will need to be **towed** to your mechanic of choice and the fuel tank drained.

Unfortunately, if you do start your diesel vehicle with unleaded petrol in the tank the results are:

1. Minor repairs usually require a flushing of the fuel system and replacement of the filters which costs \$468 on average.
2. Major repairs arise after the vehicle is driven until abnormal engine noise and performance is experienced and could mean an engine replacement. The associated costs of major repairs required vary significantly between manufacturers.

Use the service locator on the StreetFleet website for fuel station locations:

<https://merchant-finder.autoguru.com.au/streetfleet>

## Driver Portal

Log into <https://streetfleet-driver-portal.catch-e.net.au/en/login/> with your driver login detail as provided in the welcome email and follow the prompts to view your current balances and submit reimbursement claims for approval.

Welcome to the Access Portal

|   |
|---|
| <a href="#">Raise a vehicle claim</a>         |
| <a href="#">View submitted vehicle claims</a> |
| <a href="#">View my vehicle balance</a>       |
| <a href="#">Change password</a>               |

## Reimbursement Claims via Driver Portal

The portal is for submitting reimbursement claims for expenses you have paid upfront. If you have any queries related to claims and reimbursements, please email us on [driverclaims@streetfleet.com.au](mailto:driverclaims@streetfleet.com.au).

## Renewal of Registration & Insurance

Whilst our system does send out an sms reminder for registration, and an email for insurances (if you have sourced your own policy), a month prior to its current expiry, it remains your responsibility to ensure your vehicle is always registered and comprehensively insured.

If either expense is included in your lease, please forward current renewals to the appropriate email with payment/transaction details to allow StreetFleet to remit on your behalf. Please allow a minimum of 10 business days for processing.

Registration Renewals: [regos@streetfleet.com.au](mailto:regos@streetfleet.com.au)

Insurance Renewals: [insurances@streetfleet.com.au](mailto:insurances@streetfleet.com.au)

## Change of Address

Please advise StreetFleet as soon as possible, if you move house. A current postal address allows us to have your renewal Motorpass cards sent out to you promptly and efficiently. Due to privacy restrictions, you will also need to advise your financier and insurer separately.



## Tyres

We have National accounts with:

- Mobile Tyre Shop
- Beurepaires
- Bridgestone
- Tyrepower

If tyres are provisioned in your lease, you can make an appointment and take your vehicle directly to a tyre centre. Please request that the replacement tyres are “like for like” to keep your budgets positive.

When you take the vehicle into the tyre centre, let them know your vehicle is fleet managed by StreetFleet - they will call us to obtain an approval prior to any work commencing and for us to remit payment on the invoice, once completed.

Use the service locator on the StreetFleet website for tyre centre locations:

<https://merchant-finder.autoguru.com.au/streetfleet>

## Accident Management Program

**Place this sticker inside your windscreen top RHS**

This is a specific hotline solely for StreetFleet vehicles

**Call 1300 273 359**

roadside assistance  
accident support  
general enquiries

**streetfleet**

### **Roadside Assistance:**

If you previously opted out of Roadside Assistance but need help for a vehicle emergency, our Roadside program will accept your call out to get you back on the road safely. The call out and any associated costs will be recharged directly to you for payment or, if you have surplus provisions, absorbed by your Novated Lease.

**Please note: Using the public roadside assist number instead of the above, will result in the call centre being unable to help you.**

### **Accident Management:**

Calls are only accepted/actioned if StreetFleet has notified the service at the setup of your lease that you have requested this service. For further information, visit <https://www.streetfleet.com.au/fleet-management/accident-management>

Please quote your registration number to allow our representative to log your call for both services.

## Service & Maintenance

**Place this sticker on the vehicle service manual**



When your vehicle is due for a service, as indicated by the sticker on your windscreen, contact a service centre that is convenient for you and book in your appointment.

You must only take your vehicle to a reputable service provider for regular servicing & maintenance.

Use the service locator on the StreetFleet website for service centre locations.  
<https://merchant-finder.autoguru.com.au/streetfleet>

When you take the vehicle in for the service, let them know your vehicle is fleet managed by StreetFleet.

Present them with the service book with our sticker on the front. We will arrange payment so when the service is complete all you need to do is drive away.

## StreetFleet Managed Vehicle Sticker

**Place this sticker on your rear window**



This is another identifier for service centres to treat your vehicle as fleet maintained

## Notes:



**Need help? Call StreetFleet.**

**1300 273 359**

**info@streetfleet.com.au**

**www.streetfleet.com.au**



**street-fleet-pty-ltd**



**StreetFleetAus**



**StreetFleetAus**

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