

 **TOYOTA FLEET MANAGEMENT**

*Here for you*

## YOUR GUIDE TO COMPLETELEASE

 **TOYOTA FLEET MANAGEMENT**

*Here for you*

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## What is CompleteLease?

CompleteLease is an operating lease facility designed for small to medium-sized businesses that provides a simple and convenient way to manage a fleet of up to 20 vehicles.

With CompleteLease, you lease a new vehicle from Toyota Fleet Management for a specific term at a fixed monthly rental that includes vehicle maintenance and service costs. Unlike a traditional vehicle lease there is no residual value obligation at the end of the term.

### Your CompleteLease includes:

- » Maintenance
- » Replacement tyres
- » Annual registration for the term of the lease (including compulsory third party insurance if applicable in your State/Territory)

### You can also add these options:

- » Toyota Extra Care Roadside Assist
- » First year Comprehensive Motor Vehicle insurance
- » A Toyota Fleet Management fuel card

### Features and benefits:

- ✓ Your choice of terms from 12 to 48 months
- ✓ Easy and convenient – one rental for all costs associated with running the vehicle
- ✓ One simple monthly statement lists all CompleteLease contracts in your vehicle fleet
- ✓ Worry free – at the end of the lease, the vehicle is returned to Toyota Fleet Management for disposal
- ✓ Quick and easy vehicle replacement
- ✓ Frees up your working capital – no deposit is required
- ✓ Frees up staff resources – with less time spent on vehicle fleet management, there's more time to concentrate on running your business

## Fleet Vehicle Policy

Where vehicles are to be driven by your employees or contractors, Toyota Fleet Management recommends that you introduce a fleet vehicle policy.

### *This policy should require your employees to:*

- » Hold a current driver's licence
- » Drive at safe and legal speeds (Suspension of a driver's licence will make the employee ineligible to drive the company vehicle)
- » NOT drive while under the influence of alcohol, drugs or any other prohibited substances
- » Keep the vehicle clean and the interior tidy
- » Ensure that the vehicle's tyres are regularly checked and tyre pressure is maintained as per vehicle's recommended levels
- » Ensure that the vehicle is secured at all times and valuables (such as laptops) are not left in the vehicle

### *In addition, your vehicle policy should also clearly outline who pays for:*

- » Fines and infringements
- » Insurance excesses arising from an accident
- » Tolls and parking, etc

## Eligible vehicles

A Toyota Fleet Management CompleteLease is available for new vehicles only.

## Lease terms

You have a choice of terms ranging from 12 to 48 months. Depending on your estimated usage, a vehicle kilometre limit will be agreed.

## Fuel card

You can elect to include a fuel card. If selected, you will receive a Toyota Fleet Management Fuel Card, which provides a fuel discount off the pump price.

A driver using the fuel card will also be required to provide the vehicle's current odometer reading each time they purchase fuel. This will assist with tracking vehicle kilometres.

The actual fuel expenditure will be charged to your account on a monthly basis and will be included on your monthly Tax Invoice/Statement of Account.

## Paying your CompleteLease Invoice

For ease and convenience, your CompleteLease payments are made by direct debit. Payment for CompleteLease contracts are to be made on a common payment date, which is the 15th of each month. Invoices will be issued 7 days prior to the payment date.

You can elect to receive your monthly statements of account, reports and letters via:

- » Email (our preferred option)
- » Fax
- » Post

## Reporting

To help you manage your fleet easily and efficiently, you can choose to receive a number of different reports that summarise relevant data for all of your CompleteLease vehicles.

On a quarterly basis, you will receive the following reports:

### *i) Activity Report*

The Activity Report provides a summary of your vehicle fleet. The report will list:

- » New contracts that have been delivered in the past quarter
- » Contracts that have been returned and finalised in the past three months
- » Contracts that have been varied (i.e. change in contract term and/or kilometres)

## **ii) Vehicle Report**

The Vehicle Report provides a management tool to track the performance of your vehicle fleet. Key information includes:

- » Fuel purchases
- » Maintenance performed on each vehicle
- » Predicted kilometres at lease end
- » Vehicles that are overdue for servicing

## **iii) Vehicle Nearing Termination Report**

This report informs you which vehicles are nearing the end of their lease term, so that you can commence the decision making process for replacement vehicles.

The following reports will be issued to you on a monthly basis:

## **iv) Tax Invoice**

The Tax Invoice is issued 7 days prior to the common payment date (the 15th of every month). It lists every amount required for payment for each CompleteLease and any fuel transactions.

It is important to contact our Small Business Centre immediately if there are any discrepancies on the Tax Invoice.

Your nominated bank account will be debited on the due date for the total amount on your monthly Tax Invoice.

## **v) Fleet Statement**

The Fleet Statement reflects the current overall balance of your account. This is issued at the same time as your tax invoice, showing all current amounts outstanding.

## **vi) Direct Debit Advice**

This is issued 7 days after the Tax Invoice and Fleet Statement once your account has been debited. It confirms the date and amount that was deducted from your nominated account.

## **vii) Fuel Report**

You will receive this report if you have selected a Toyota Fleet Management fuel card as part of your CompleteLease. This Report provides an analysis of your vehicle fleet fuel consumption over the previous month. Key information includes:

- » The average litres consumed per 100 kilometres travelled
- » Any additional purchases that have been made with the fuel card

## **Vehicle servicing and repairs**

Your CompleteLease covers the cost of both the manufacturer's scheduled services during the term of the lease, and all other repairs and maintenance that may arise provided they are not due to accident damage, driver misuse or negligence.

An authorised service centre or repairer must service the vehicle in accordance with the manufacturer's recommendations throughout the term of your CompleteLease. Failure to comply with the vehicle's Service Schedule could render the warranty of the vehicle invalid and you may be required to pay for any repairs.

Prior to commencement of any servicing or repair work (including the replacement of tyres) the service centre or repairer must contact Toyota Fleet Management's Repair Authorisation Centre for authority to proceed.

The following items are covered under servicing and repairs (both referred to as maintenance) in your CompleteLease contract:

- » Replacement of any parts to keep the Goods in good repair and working order
- » Grease and oil changes
- » Repairs to any radio, cassette or CD player or any other stereo equipment fitted to the goods
- » Repairs to any air conditioning system fitted to the goods
- » Replacement of clutch and brake fluids, lubricants and anti-freeze

The following items are not covered in your CompleteLease contract:

- » Any damage caused by misuse or driver negligence
- » Glass and windscreen damage
- » Bodywork, paint, trim or mirror damage other than fair wear and tear
- » Damage caused by overloading or towing excessive weights
- » Broken or bent radio aerials
- » Under body impact damage to suspension, steering exhaust, etc
- » Impact damage to road wheels
- » Loss or damage to wheel trims and mud flaps
- » Contamination of the fuel system
- » Internal trim damage
- » Carpets damaged, torn or stained
- » Holes caused by installation of mobile phones, alarms or accessories not approved by Toyota Fleet Management

## Vehicle registration

Registration and Compulsory Third Party (CTP) insurance renewal will be included as part of the lease to ensure the vehicle is registered over the term of the lease beginning at the lease commencement date.

To ensure we receive the registration and CTP renewal notices in a timely manner, all vehicles are registered in your name with the registration address being care of Toyota Fleet Management. Once the vehicle is re-registered, the vehicle registration label will be sent to you for affixing to the vehicle. Please ensure the new label is affixed immediately and the old label is removed.

## Infringement notices and fines

As Toyota Fleet Management is the registered address for the vehicle, all unpaid fines and traffic infringement notices will initially be received by us. We will forward these fines/traffic infringement notices to you for payment. Fines must be paid within the timeframe specified on the infringement notice.

## Insuring your vehicles

Your vehicles under a Toyota Fleet Management CompleteLease must be comprehensively insured by you for the full insurable value of the vehicle at all times. The policy must note Toyota Fleet Management as the financier. CompleteLease can offer competitive insurance premiums through Toyota Insurance.

## Varying your CompleteLease

During the term of the lease you may request to have your CompleteLease varied if:

- » The kilometres limit specified in your CompleteLease needs to be increased or decreased
- » You want to extend the term of your CompleteLease

## Fees and charges

Toyota Fleet Management may levy fees and charges from time to time. A CompleteLease fees schedule is available upon request. These fees are inclusive of GST and are subject to change by Toyota Fleet Management at any time without prior notice.

## Ending your lease before time

If you wish to terminate your CompleteLease prior to the agreed end date, you should contact the Toyota Fleet Management Small Business Centre, by phone or email and request a lease payout quote.

## At the end of the lease

Four months prior to the expiry of your CompleteLease, we will contact you to discuss finalisation of your lease including:

- » your requirements for a replacement vehicle
- » options to extend the lease
- » arrangements for the return or disposal of the vehicle

Please note that on expiry of the original lease term, the obligation for Toyota Fleet Management to register and insure the vehicle ceases, and becomes your responsibility.

## Returning your vehicle

If you elect to return the vehicle, the following process will take place to ensure a smooth transition from your old vehicle to your replacement vehicle if you choose this option.

1. 45 days prior to lease end, an independent inspection agency will contact you to arrange for an inspection of the vehicle at a convenient location. Prior to the inspection, the vehicle should be cleaned both internally and externally.
2. After the inspection, you or your authorised representative must sign the completed inspection form, which will list any items requiring rectification

3. A copy of this completed and signed inspection form will be left with you.
4. Once notified that the inspection has been completed, Toyota Fleet Management will send you a letter outlining any damage that is outside its acceptable fair wear and tear guidelines.
5. You may then elect to repair the vehicle or return it in its current state to Toyota Fleet Management.
6. At lease end the vehicle will be collected from your address.
7. After the vehicle is collected, a final inspection will be completed. If you have not repaired the vehicle to an acceptable standard you will be charged for any items that are deemed to be outside the fair wear and tear guidelines.
8. In addition, if the vehicle has exceeded the agreed kilometres limit you will be charged the excess kilometre fee set out in your CompleteLease for each kilometre in excess of the agreed limit.
9. Any end of lease rectification charges and excess kilometre charges will be included in your monthly Tax Invoice/Statement of Account and will be direct debited from your bank account.
10. The vehicle will be assessed in accordance with the fair wear and tear guidelines. The applicable usage category for your vehicle is displayed on your CompleteLease contract.

## Fair wear and tear guidelines

Toyota Fleet Management will assess the condition of your vehicle to ensure it is consistent with your obligations under CompleteLease. The guidelines outline what will be acceptable fair wear and tear having regard to the use of the vehicle. A copy of the guidelines is available from the Small Business Centre by contacting 1300 888 875.