



Australian
National
University

Online ANU Fleet Guide

A Guide to understanding fleet services at the University

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ANU Fleet Overview & Contacts

Overview

The University is engaged under the Whole of Australian Government (WoAG) Arrangement with SGfleet for the provision of vehicles and fleet management services. All fleet requests are managed by the University Procurement and Contracts Office (UPCO).

The ANU Fleet consists of approximately 120 cars plus 50 'other' vehicles (tractors, trailers, and forklifts). Most vehicles are pool vehicles (meaning they are used by multiple employees).

Contact points

Main point of contact: contracts.office@anu.edu.au

Please include registration# in all email requests.

Other related contact points

Details on carshare arrangements at the University can be found at [Carshare Scheme - Staff Services - ANU](#)

For all other Business Travel enquiries, email travelsupport.dss@anu.edu.au

Salary sacrifice for personal vehicles is managed by the HR team. Please email hrd.remuneration@anu.edu.au

UPCO Responsibilities in relation to Fleet

UPCO is a small team with who provide support across many different [University wide contracts](#). In relation to fleet the UPCO team are responsible for:

- Developing and maintaining all Policies, Procedures, Forms and Guidelines that relate to ANU Fleet
- Answering questions that cannot be addressed in our Fleet Online Guide
- Streamlining communications as the main point of contact between ANU Vehicle Custodians and SG Fleet
- Facilitating Fleet related processes such as the acquisition, transfer, or sale of an ANU Vehicle
- Reporting and analysis on ANU Fleet

Driver Responsibilities

Application to Drive

Authority to Drive is handled locally by the Dean/Director/Head of School/General Manager (D3 or above) of the staff member who intends to drive a University vehicle and must be completed and signed before use of a vehicle. See [ANU Form - Motor Vehicle \(University\) Application to Drive](#). Duration is as deemed appropriate by Delegate (Dean/Director/Head of School/General Manager); It is recommended this should not exceed current licence expiry).

Additionally, a separate [ANU Form for After-Hours Use of a University Vehicle](#) must be completed for use of a vehicle outside business hours, for the specific period of after-hours use, on each occasion; this includes submitting included Vehicle Running Sheet to the relevant local Vehicle Custodian upon completion of travel.

Check before you drive

It is important that all drivers understand the importance of checking a fleet vehicle prior to driving it to make sure it is roadworthy. We recommend a 5-minute walk around before using any ANU Fleet Vehicle:

Outside the car, please check that:

- tyres look serviceable (not flat or bald)
- all of the lights are unobscured and not broken
- all of the mirrors are unobscured and not broken
- any notable panel damage, windscreen chips

Inside the car, please check:

- seat-belts are not frayed
- indicators work
- windshield is not cracked or chipped
- next service due date (should be on the sticker in the windscreen)

If something does not look right, please contact your areas vehicle custodian straight away.

Logbooks / Running Sheets

Drivers must Complete a logbook when the vehicle is being used for University related purposes. A vehicle running sheet can be downloaded from ANU Policy Library here:

https://policies.anu.edu.au/ppl/document/ANUP_000913

Home Garaging of an ANU Vehicle

Strict, limited circumstances, apply to Home Garaging of an ANU Vehicle; please see [ANU Procedure: Motor Vehicle Home Garaging](#).

Asset Acquisition

Asset Acquisition

Requesting a Quote

Divisions/Colleges requiring vehicle(s) for business or academic purposes can request a quote to lease a vehicle by emailing contracts.office@anu.edu.au.

For guidance on selecting models, UPCO can provide a confidential lease rate matrix, which can help inform decisions.

To obtain a quote, please review the [Motor Vehicle Acquisition Procedure](#) and complete the [request for a new or replacement ANU vehicle](#).

UPCO will facilitate the quote process and must co-sign the final quote acceptance with your [227 Delegate \(Staff only content\)](#).

Lease vs. Own

The ANU is required to lease their vehicles. Only with written approval are owned fleet assets allowed. The option to own outright requires a business case justifying an exception from lease to be reviewed by UPCO and endorsed by the local budget unit Delegate (227 Delegate) and approved by the Associate Director, Procurement.

Please reach out to UPCO before creating your business case. An exception is typically only granted in cases where ownership/funding is from (grant) entities.

Please note that an ANU owned vehicle should still be purchased via SGfleet and monthly management fees apply.

Hybrid/Electric

Passenger vehicles must follow the Commonwealth Fleet Selection Policy for EV's. University preference is for environmentally sound vehicle options, (e.g. Zero-Emissions Vehicles [ZEVs], Low-Emissions Vehicles [LEVs], Hybrid, LPG, and Electric Vehicles). As per ANUs motor vehicle acquisition policy "*Vehicle Acquisitions must ensure that the vehicle: is a Low Emission Vehicle (LEV) for passenger vehicles, with the preference for a Zero Emission Vehicle (ZEV)*".

Hybrid options are not only value for money but also align with new advice provided from the Whole of Australian Government (WoAG). The "*if not, why not?*" approach to Market for Commonwealth Government Fleet vehicle purchases, ensures that all EV and Hybrid options are at the forefront of all options with other petrol / diesel vehicles requiring a justification.

Where a vehicle is not a Zero Emissions Vehicle (ZEV) a description of why an electric vehicle is not proposed is required. This requirement is for all classes of vehicles. UPCO can offer support in finding suitable zero emission vehicles if one exists and is suitable.

If there are specific operational requirements that necessitate an Internal Combustion Engine (ICE) passenger vehicle instead of a passenger EV, a business case demonstrating the necessity for an ICE vehicle must be reviewed by UPCO, endorsed by the local budget unit Delegate (227 Delegate) and approved by the Associate Director, Procurement.

Trailers, Plant and Equipment

Under the Whole of Australian Government (WoAG) Arrangement, leasing or buying trailers, plant and equipment (EWP's, mowers, tractors, buggies, caravans, complex trailers) is optional. SGfleet are still a preferred vendor for related quotes, and we strongly recommend these are acquired by and managed through SGfleet.

Used Vehicles

Custodians must seek approval from UPCO to procure from other sources. Used cars can be procured via Pickles Auctions or other sources upon approval of request to UPCO.

Finalising a quote

When your request is complete and reviewed, UPCO will forward it to SGfleet to quote. The ANU staff member making the request will be cc'd on the email.

SGfleet and the ANU staff member making the request will discuss their requirements; offer advice as required and involve the relevant delegate and/or existing vehicle Custodian(s) as needed.

Please note, all additional accessories must be negotiated during the initial quotation phase prior to final signatures in order to avoid delays with delivery and installation requirements.

The final quote must be signed by the appropriate local budget unit Delegate (227 Delegate), then co-signed by UPCO (Authorised Contract Representative) and sent to SGfleet to proceed. UPCO will manage the signature process on your behalf via DocuSign.

Please note:

- Payment may be processed by SGfleet any time from the date of Quote Acceptance. The operating vehicle contract does not commence until Date of Acquisition (e.g. Delivery Date).
- Quote prices may and often do vary between the date of signing quote acceptance and date of delivery (the circumstances where this is permitted are outlined in our contract). When accepting quote please plan for 5% increase in final cost.
- Interest rates on leases/management may also vary throughout the lifetime of the vehicle contract and are typically reviewed and negotiated semi-annually via UPCO.

SGfleet fees/services

A number of required and optional fees/services will be reviewed before quote is finalised.

	Required	Optional
Fleet Administration	X	
Fuel card	X	
Roadside Assistance	X	
Registration Renewal	X	
Accident Management		X

Tyre Maintenance		X
Service Maintenance		X
Infringement Management		X
Relief vehicle		X
Telematics		X
Toll (etags)		X

Please note, **if fees are paid to SGfleet to manage any of the above services it is considered SGfleet Managed, otherwise it is considered Custodian Managed.** These two terms will be used throughout this document to highlight different processes.

Delivery

The Vehicle Custodian is responsible for collection and acceptance of Vehicle Delivery. UPCO will contact the Vehicle Custodian to enable coordination with Dealership upon arrival.

The Vehicle Custodian must contact UPCO when vehicle is collected, confirming acceptance of delivery (and noting any extras that may have been omitted, or other failures to deliver) so that UPCO can keep records up to date, coordinate any missing requirements, and validate invoice for payment.

Insurance

CGU is the ANU Vehicle Insurance provider. When procuring a vehicle through SGfleet your vehicles is automatically added to the ANU insurance policy.

CGU provides a glovebox kit which we recommend printing and keeping in your glovebox. The Glovebox Kit PDF can be downloaded from <https://services.anu.edu.au/human-resources/business-travel/vehicle-insurance-accidents-and-breakdowns>.

The most important information from the glovebox kit is included here:



CGU ensures cover for damage to ANU owned or leased vehicles and also protects ANU from compensation claims from third parties as a result of a motor accident. MAI (Motor Accident Injuries and CTP (Compulsory Third Party) Insurances as required by States/Territories are procured during registration procedures.

Please note, any knowledge of an event which may give rise to a claim should be reported immediately to our insurer (CGU). Failure to do so may limit or negate the insurance protection available to the University.

1. If an ANU vehicle is involved in any type of accident, please contact CGU as soon as possible. Notices must include:
 - a. ANU's CGU Policy #24F 2953369
 - b. Registration#
 - c. CGU Claim Form which can be found here:
https://policies.anu.edu.au/ppl/document/ANUP_000918
2. The responsible driver will need to complete the form and email it directly to newclaims@cgu.com.au. Please cc: contracts.office@anu.edu.au on your submission.

For queries relating to an existing claim please contact: claims@cgu.com.au

To speak with a customer representative, call: 13 24 80

Registration

Checking your Registration Validity

To check the currency of your registration, please use the online Rego Check tools here:

- ACT = <https://rego.act.gov.au/regosoawicket/public/reg/FindRegistrationPage?0>
- NSW = <https://www.service.nsw.gov.au/transaction/check-vehicle-registration>
- NT = <https://nt.gov.au/driving/rego/existing-nt-registration/rego-check>

Vehicle data requests

For any vehicle information (e.g. VIN#, GLC, Odometer Readings, RTA reports) or for a copy of a Vehicle Summary PDF please request via contracts.office@anu.edu.au providing your registration#.

Letter of Authority: Government Shopfront vs. Online

When processing registration online, a Letter of Authority (to act on behalf of ANU Fleet Services) is not required.

If visiting a government shopfront (inspection station, registration renewal station), the Custodian must first reach out to UPCO to obtain a Letter of Authority, providing the following information:

- Vehicle Custodian Full Name
- License details
 - name as it appears on licence
 - drivers licence #
 - state of issue
 - date of birth
- Registration#
- RTA/MVR (Road Transport Authority, Motor Vehicle Registry) Activity/s Required

UPCO will draft a **Letter of Authority to Act as an Agent** for the Vehicle Custodian. This will be sent via DocuSign with advice on how to process certification in the relevant state and territory.

Contact details must never be added or modified on ANU Entity accounts at the RTA/MVR. All correspondence such as registration renewal notices, fines etc must come through UPCO.

New vehicle registration

SGfleet arranges all vehicle registration when a vehicle is bought or leased, and will ensure that your vehicle is registered under the ANU Entity; vehicles should never be registered directly to a specific area / College of the ANU.

If your new vehicle is replacing an old vehicle, SGfleet can help ensure you keep the same registration plate number.

Transferring Registration between ACT / NSW / NT

All vehicles being sent interstate must send prior notification to UPCO. This should occur at least 14 days prior to the vehicle leaving the state, and at least 30 days prior to registration renewal dates. Please include the following details when alerting the contracts mailbox:

- Registration#
- Date when vehicle is being transferred
- What state vehicle is being transferred to
- Any repairs/maintenance required
- Length of time estimated to be in Interstate

The following items may require attention prior to the vehicle being transferred to another state or territory:

1. Check that the vehicle does not require additional repairs or maintenance.
2. You will require inspection and/or a vehicle compliance check prior to registering, please visit the relevant interstate website for further information on their local requirements:
 - a. ACT = <https://www.accesscanberra.act.gov.au/s/article/motor-vehicle-registration-transfer-tab-moving-to-the-act>
 - b. NSW = <https://www.service.nsw.gov.au/transaction/transfer-or-register-interstate-vehicle>
 - c. NT = <https://nt.gov.au/driving/registration/getting-an-nt-registration/register-or-transfer-your-vehicle>
3. Letter of Authority will need to be completed from contracts.office@anu.edu.au in order to complete registration at the relevant interstate road authority office.
4. Once at the registration office, advise shopfront officers that the vehicle needs to be registered under a specific ANU Account, this will be provided by UPCO with your signed Letter of Authority.

Registration Renewals – by state

At the start of the year UPCO will advise due dates for registration renewals. Different states have different requirements for inspections and registration as outlined on the following pages.

ACT

	SGfleet Managed	Custodian Managed
INSPECTION	<p>1. In the ACT there is typically no requirement for yearly roadworthy inspections prior to registration renewal. Inspection requirements will be stated on the renewal notice, typically these are only required for:</p> <ul style="list-style-type: none"> ○ New vehicle registrations (Managed by SGfleet). ○ Transfer of State/Territory of ownership (or primary place of operation). ○ Gas Vehicles and Forklifts that use liquefied petroleum gas (LPG) or compressed natural gas (CNG) https://www.accesscanberra.act.gov.au/s/article/lpg-and-cng-motor-vehicle-registration-tab-overview Custodian is required to contact an appropriate local Certifier; Gas Fitter Certificates typically last 12 months, so it is recommended that the registration is renewed for 12 months to coincide with this. <p>2. You can arrange a roadworthy or vehicle identity check by appointment via 13 22 81. Refer to the Motor vehicle inspections page for a list of approved inspection stations and the List of licensed gasfitters page for ACT licensed gasfitters.</p> <p>3. If you require a Letter of Authority, please request from UPCO as soon as possible.</p>	
REGISTRATION	<p>1. Vehicle Custodian must provide decision to proceed with 3, 6, or 12-months option (approved by local 227 Delegate) and advise contracts.office@anu.edu.au.</p> <p>2. Approved option will be sent to SGfleet by UPCO; SGfleet will automatically renew (once inspection complete) and notify upon renewal success.</p>	<p>1. ANU Purchase Card from your local Business Unit/Delegate is used to perform the renewal; costs are to be allocated to the Fleet Asset GLC.</p> <p>2. Go to https://registration.act.gov.au/registrationsoawick/et/public/reg/RenewRegistrationPage</p> <ul style="list-style-type: none"> a. Enter the vehicle's registration# b. Registration is typically extended by 12-months but is at the local Delegate's discretion to determine length of renewal. c. Claim Input Tax Credit (ITC) is to be answered Yes or No (the registration renewal reminder notice will indicate what you should select). d. MAI/CTP Insurer is typically the least expensive provider. <p>3. Complete process by emailing registration renewal payment receipt to: contracts.office@anu.edu.au</p>

NSW

	SGfleet Managed	Custodian Managed
INSPECTION	<ol style="list-style-type: none"> 1. Custodian to locate an approved Service Agent using <u>SGfleet Service Locator</u>. 2. Make appointment and advise it is “an ANU vehicle managed by SGfleet” so that they process properly onto monthly Invoice and SGfleet reports; DO NOT PAY YOURSELF. 3. Confirm with agent on inspection day that “Inspection Certification must be sent to SGfleet” in order to renew registration; Some remote and rural inspectors may not be able to do this; in such case, collect a copy and/or photograph the inspection report in email to UPCO for confirmation. 4. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle registration# and Service Agent contact details. 	<ol style="list-style-type: none"> 1. Custodian to locate an approved Service Agent using <u>SGfleet Service Locator</u>. 2. Confirm with agent on inspection day that “Inspection Certification must be sent to Service NSW” in order to renew registration; Some remote and rural inspectors may not be able to do this; in such case, collect a copy and/or photograph the inspection report in email to UPCO for confirmation. 3. ANU Purchase Card from your local Business Unit/Delegate is used to pay for the <u>inspection report</u>; receipt costs are to be allocated to the Fleet Asset GLC. 4. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle registration# and Service Agent contact details.
REGISTRATION	<ol style="list-style-type: none"> 1. Custodian must provide decision to proceed with 3, 6, or 12-months option (approved by local 227 Delegate) and advise contracts.office@anu.edu.au. 2. Approved option will be sent to SGfleet by UPCO; SGfleet will automatically renew (once inspection complete) and notify upon renewal success. 	<ol style="list-style-type: none"> 1. Go to https://www.service.nsw.gov.au/transaction/renew-a-vehicle-registration <ol style="list-style-type: none"> a. Enter the vehicle’s registration# b. Registration is typically extended by 12-months (is at the local Delegate’s discretion to determine length of renewal). c. Claim Input Tax Credit (ITC) is to be answered Yes or No (the registration renewal reminder notice will indicate what you should select). d. MAI/CTP Insurer is typically the least expensive provider. 2. ANU Purchase Card from your local Business Unit/Delegate is used to perform the renewal; costs are to be allocated to the Fleet Asset GLC. 3. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle Registration# and Service Agent contact details.

For further information or troubleshooting tips on the process of renewing your vehicle registration within NSW, please visit; <https://www.service.nsw.gov.au/transaction/renew-vehicle-registration#how-to-renew> for further clarification

NT

	SGfleet Managed	Custodian Managed
INSPECTION	<ol style="list-style-type: none"> 1. Locate an approved Service Agent using https://nt.gov.au/driving/registration/vehicle-inspections/authorised-vehicle-inspectors 2. Make appointment and advise it is “an ANU vehicle <u>managed by SGfleet</u>” so that they process properly onto monthly Invoice and SGfleet reports; DO NOT PAY YOURSELF. 3. Confirm with agent on inspection day that “Inspection Certification must be sent to SGfleet” in order to renew registration; Some inspectors may not be able to do this; in such case, collect a copy and/or photograph the inspection report in email to mvr.inspections@nt.gov.au for confirmation. 4. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle registration# and Service Agent contact details. 	<ol style="list-style-type: none"> 1. Registration Inspections are required in the NT prior to renewing vehicle registration. 2. Locate an approved Service Agent nearby using https://nt.gov.au/driving/registration/vehicle-inspections/authorised-vehicle-inspectors 3. Confirm with agent on inspection day that “Inspection Certification must be sent to NT MVR” in order to renew registration; Some inspectors may not be able to do this; in such case, collect a copy and/or photograph the inspection report in email to mvr.inspections@nt.gov.au for confirmation. 4. ANU Purchase Card from your local Business Unit/Delegate is used to pay for the inspection report; receipt costs are to be allocated to the Fleet Asset GLC. 4. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle registration# and Service Agent contact details.

REGISTRATION	<ol style="list-style-type: none"> 1. Custodian must provide decision to proceed with 3, 6, or 12-months option (approved by local 227 Delegate) and advise contracts.office@anu.edu.au. 2. Approved option will be sent to SGfleet by UPCO; SGfleet will automatically renew (once inspection complete) and notify upon renewal success. 	<ol style="list-style-type: none"> 1. In Northern Territory there are two registered accounts at the NT Motor Vehicle Registry for ANU Fleet vehicles. Which one is relevant will depend on whether your vehicle is managed by SGfleet for registration. For clarification, please email contracts.office@anu.edu.au prior to registering your vehicle. 2. Go to: https://mvr.nt.gov.au/mvrquickpay/RenewRegistration/RegistrationInfo.aspx Enter the vehicle's registration# <ol style="list-style-type: none"> a. Registration is typically extended by 12-months (is at the local Delegate's discretion to determine length of renewal). b. Claim Input Tax Credit (ITC) is to be answered Yes or No (the registration renewal reminder notice will indicate what you should select). c. MAI/CTP Insurer is typically the least expensive provider. 3. ANU Purchase Card from your local Business Unit/Delegate is used to perform the renewal; costs are to be allocated to the Fleet Asset GLC. 4. Confirm service completion via email to contracts.office@anu.edu.au which must include vehicle registration# and Service Agent contact details.
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For further information regarding NT registration renewals please visit:
<https://nt.gov.au/driving/registration/getting-an-nt-registration/register-or-transfer-your-vehicle>

Additional Services

Logbooks

Drivers must Complete a logbook when the vehicle is being used for University related purposes. A Vehicle Running Sheet can be downloaded from ANU Policy Library here:

https://policies.anu.edu.au/ppl/document/ANUP_000913

Alternatively, please use your local area Winc account to order vehicle logbooks:

<https://www.winc.com.au/main-catalogue-search?Ntt=logbook>

Fuel Cards

Fuel Cards should be ordered when vehicle is acquired. SGfleet managed fuel cards ensure you are not using a reimbursement form or other ANU Purchase Card for car related charges which incur significant overheads by comparison.

Send your request for fuel cards through to contracts.office@anu.edu.au providing the following information in your email request:

- Preferred fuel card provider – AMPOL, SHELL or BP
- Full name of recipient
- Postal Address for mailing
- Registration#

Point of sale procedures

At the point of sale you must:

- Provide the cashier with your fuel card
- Provide the current, accurate odometer reading at the prompting of the cashier

Receipt information is recorded electronically, paper copies are not required if paid via Fuel Card.

PIN Reset

Fuel card PIN may be reset within 2-48hours, by emailing contracts.office@anu.edu.au and providing the following information:

- Fuel Card Provider (e.g. Shell, AMPOL, or BP)
- Registration#

Lost or stolen cards

1. The 24 hour lost or stolen card hotline number is 1300 365 096; Please ensure UPCO is also notified as soon as possible in order to cancel the old card and order a replacement.
2. Your lost or stolen Fuel Card will be reissued to UPCO who will contact you when the replacement card has arrived.

3. Replacement can take up to 14 days to arrive. To pay for fuel without a Fuel Card, you may seek local Delegate approval to use an ANU Purchase Card or ANU Staff reimbursement Form, ensuring that you maintain copy of receipts and allocate the expense to the Fleet Asset GLC.

Reimbursement for Fuel Expense

If a staff member pays for fuel, they must complete the [ANU Fuel Expense Declaration Form](#) in order to reimburse the expense. The form is to be submitted to ANU Financial Shared Services.

Toll Tags*

How to acquire Toll Tags

SG Fleet managed	Custodian managed
<p>If you have selected that this service be provided by SGfleet you will be given your toll tag upon picking up vehicle.</p> <p>All billing will be managed by SGfleet; all costs shall be allocated to the Fleet Asset GLC.</p> <p>Any queries related to an SGfleet managed Toll Tags should be directed to UPCO.</p>	<p>Toll Tags ‘E-Cards’ Can be ordered at any time for your vehicle. Send your request through to contracts.office@anu.edu.au</p> <p>Provide the following information in your email request:</p> <ul style="list-style-type: none"> • Full name of recipient • Postal Address for mailing • Vehicle registration#

** Please note that, in some cases, plate recognition is used instead of a toll tag. In these cases SGfleet will not provide a toll tag. If you are unsure as to whether or not this service is being provided as part of your package please reach out to UPCO.*

Lost Toll Tags

Provide the following information in your email request to UPCO for replacement:

- Full name of recipient
- Postal Address for mailing
- Vehicle Registration#

Toll Notices/ No toll tag

1. Toll notices are sent directly to UPCO who will alert Vehicle Custodian.
2. ANU Purchase Card from your local Business Unit/Delegate, or Staff Reimbursement Form, may be used to pay for Tolls. Ensure vehicle costs are allocated to your associated Fleet Asset GLC (or to the known user if not for Business Travel).

3. Please note that Tolls from the same provider may be payable together online, by matching Registration# (e.g <https://tollnotice.linkt.com.au/Search.asp>).
4. Send confirmation through to contracts.office@anu.edu.au when all tolls are matched and paid.

Infringement notices

1. When an infringement notice is received, UPCO will send a copy to the Vehicle Custodian along with a Driver Nomination Form.
 - a. Business units **MUST** nominate the driver of the vehicle at the time of offence, or apply for withdrawal/dispute; failure to nominate a driver may result in de-registration of the entire state or territory fleet or significant fines and limitations placed on ANU.
 - b. Please do **NOT** pay the infringement; Send completed Driver Nomination Form back to contracts.office@anu.edu.au within 21 days of notice or date advised by UPCO;
2. UPCO will submit the completed form to the relevant RTA/MVR, and confirm in email to the Nominated Driver. The Infringement notice will then be re-issued to the individual responsible at reduced cost (individual is typically 1/5th cost of corporate RTA fines).
3. ANU Purchase Card from your local Business Unit/Delegate, or Staff Reimbursement Form, may be used to pay for infringements. Ensure vehicle costs are allocated to your associated Fleet Asset GLC (or to the known user).
4. Generally a first notice will have 28 days to the due date. Once the infringement notice is issued in the nominated drivers name, it is the Business unit's responsibility to make a prompt payment for all infringement notices to ensure that the account is settled promptly to avoid further penalties.

Service & Maintenance Requests

Vehicles Due for Services

Failure to service a vehicle based on manufacturer recommendations can result in:

- Avoidance of manufacturer warranty
- WH&S implications, including the potential for the vehicle to become unroadworthy
- Reduced vehicle sale price

At the start of the year UPCO will advise due dates for required regular services.

SGfleet managed
<ol style="list-style-type: none">1. Locate an approved Service Agent nearby your Driver using SGfleet Service Locator. (sometimes requires alternative/Edge browser to access).2. Check Due Date for Service: Vehicles booked in before due will not be approved for services; book in the day due or any date thereafter. Please advise if not possible to do after due date, and we may be able to request special approval from SGfleet for early works, (If you do not seek approval for early services your vehicle will be delayed at the mechanic until approved and/or rejected by SGfleet and UPCO).3. Contact Agent & Book and advise it is “ANU vehicle managed by SGfleet” so that they process properly onto monthly Invoice and SGfleet reports; DO NOT PAY YOURSELF.4. Detail any faults/issues for the agent; It is recommended to also request “include printed service-report upon completion”.5. Significant repairs/costs may require further approval steps via contracts.office@anu.edu.au. We will notify you for Delegate approval if required to proceed.6. Please proactively communicate with your Delegate for high-cost works if given estimates/quotes for repairs.7. Prior to collection of your vehicle, please call the service agent to confirm a suitable collection time.8. Collect service report/receipts upon completion, check that your service manual (kept in the vehicle) has been updated/noted with latest service.9. Confirm service completion via email to contracts.office@anu.edu.au which must include registration# and Service Agent contact details.

Custodian managed
<ol style="list-style-type: none">1. Locate an approved Service Agent nearby your Driver using SGfleet Service Locator. (sometimes requires alternative/Edge browser to access).2. Contact Agent & Book: Detail any faults/issues for the agent; it is recommended to also request “include printed service-report upon completion”.3. Significant repairs/costs may require your Delegate approval to proceed; you MUST gather quote for approval for all services/repairs prior to proceeding; proactively communicate with your Delegate for high-cost works.

4. Collect service report/receipts upon completion, check that your service manual (kept in the vehicle) has been updated/noted with latest service.
5. ANU Purchase Card from your local Business Unit/Delegate is used to pay for the service; costs are to be allocated to the Fleet Asset GLC.
6. Prior to collection of your vehicle, please call the service agent to confirm a suitable collection time.
7. Confirm service completion via email to contracts.office@anu.edu.au which must include copy of Delegate Approval to proceed with works, vehicle registration# and Service Agent contact details.

Vehicles Overdue for Service:

If you receive any notices for vehicles that have already been serviced recently, please forward records of service with note of registration# to contracts.office@anu.edu.au.

If vehicles have not been serviced please action immediately as above.

Arranging Ad-Hoc Services/Repairs (i.e. Tyre, Windscreen and other Immediate Repairs)

If the vehicle is Custodian Managed, please see 'Vehicles Due for Services' section above.

If the vehicle is SGfleet Managed you will need to provide advanced notice to UPCO:

1. Locate an approved Service Agent nearby your Driver using [SGfleet Service Locator](#) to ensure vendor is approved.
2. Confirm your booking arrangements with them, and advise it is "ANU vehicle managed by SGfleet" so that they process properly to invoice and approval workflows.
3. Email UPCO details of your booking so that we can ensure SGfleet are ready to approve; *they will reject un-notified services.*
 - a. If possible, please indicate pre-approved budget amount to UPCO (not to Agent or SGfleet), and
 - b. Any particular work items you may be aware of the mechanic requesting approval to proceed with.
 - c. Your vehicle will be assessed by mechanics, and work orders sent to SGfleet for our approval.
4. UPCO will contact you for approval, please provide a mobile number to us for the period of services to ensure immediate approvals can be coordinated.
5. If an alternative contact/driver is responsible on the day, please provide full name and contact details for them as well.

Breakdown services - Roadside Assistance

1. If experiencing a breakdown, the driver should contact the Driver Assistance Hotline 1800 009 082 [Option 2] for Roadside Assistance; ensure to clarify it is "ANU vehicle". Please have the registration# when calling for assistance.
 - a. Please note that the Driver should have received this information along with a Driver Assistance Card on Delivery. Please reach out to contracts.office@anu.edu.au if you have not received a driver assistance card.
2. If you require ANU assistance immediately in the event of breakdown or other incident, please contact your College Vehicle Custodian and/or Business Unit Supervisor.
3. For any incident involving ANU Fleet you must notify contracts.office@anu.edu.au as immediately as practicable; detailing the vehicle registration# or other identifiers of the asset, with your own detailed report of incident.

Some incidents will be covered by insurance, where if unsafe to drive, then towing the vehicle to a safe location until the Insurer nominates a repair agent may be required.

Vehicle Asset Transfer/Disposal

Asset Transfer within the ANU

When a vehicle is transferred to a new business unit within the University, an ANU Transfer of Asset Form must be completed and submitted to the ANU Asset Management Team. Transfers may be negotiated between business units at any time. Redbook asset valuation may be sought via UPCO.

Notification of transfer of ownership within ANU must also be sent to UPCO, advising:

- New Custodian full name
- New Business Unit taking ownership for the vehicle
- New GLC for allocation of expenses

Change of Custodian or GLC

Changes to the local area Custodian responsible for a vehicle, or to the local area GLC for allocation of the asset expenses, must be notified to UPCO.

Vehicle Asset Disposal

ANU Policy Library - Procedure - Motor vehicle disposal

At any time, a Vehicle Custodian may request disposal/sale of a University Owned vehicle.

Leased vehicles may incur "early termination" fees which must be evaluated with UPCO prior to any Asset Disposal.

1. Vehicle Custodian must complete the [ANU Asset Disposal Form](#), and send it to contracts.office@anu.edu.au. This form must be signed by the appropriate 234 Delegate (Staff only content), and must comply with the requirements of ANU Assets Procedure; particularly that "when retiring an asset, consideration is given whether the asset can be utilised by other areas of the University". Please ensure to include:
 - a. GLC for sale proceeds (typically the Fleet Asset GLC)
 - b. ANU Asset#ID (enquire via ANU Asset Management Team if unsure)
 - c. Registration#
 - d. Anticipated date for disposal
2. Vehicles must be offered to all areas of the University for transfer of ownership before proceeding to external sale.
3. Pickles Auctions is the preferred method of disposal. UPCO must approve use of other sales agents, and only UPCO may perform direct sale of vehicles.

4. Vehicles will need to be dropped off for auction by the Vehicle Custodian, or the sales agent can typically coordinate a tow (approx. \$90 +\$/km rate; with costs deducted from final sale proceeds).
5. UPCO will liaise directly with sales agent on your behalf and notify the required Finance teams accordingly (to ensure ANU Asset Management and Insurance Office are updated, and contract terminated with SGfleet).

Glossary of Terms

ANU asset # ID	See https://services.anu.edu.au/financial-management/assets
Custodian Managed Vehicle	Responsibilities are managed by the local business unit, with approvals via UPCO.
CGU	ANU's Insurer for fleet vehicles
DocuSign	https://services.anu.edu.au/information-technology/software-systems/docusign
Government shopfront	Access Canberra RTA Shopfront, NT Motor Vehicle Registry Office, and ServiceNSW Service Centres, or their equivalent in other states.
GLC / Fleet Asset GLC / Asset Charge Code	General Ledger Code assigned to the asset at time of Acquisition, and for which all services and registration fees etc throughout the life of the asset shall default to for allocation of expenses. UPCO Maintain the master listing of Fleet Asset GLCs, available on request. For more information see here: https://services.anu.edu.au/financial-management/ledger-integrity
Pool vehicle	A vehicle used by various drivers from a particular College or Business Unit, as authorised by the local area
Private use vehicle	A vehicle used by a particular individual at ANU
RTA (Road Transport Authority) Letter of Authority	A Letter signed by the RTA/MVR Authorised Entity Representative (UPCO Contract Manager) which approves another individual to act on behalf of the university for limited purposes.
SGfleet	The ANU's Preferred Supplier for fleet services
SGfleet Managed Vehicle	Responsibilities are shared by the local business unit and UPCO, with approvals via SGfleet.
UPCO	The University Procurement & UPCO contracts.office@anu.edu.au https://services.anu.edu.au/financial-management/procurement-contracts
Vehicle Custodian	The primary person responsible for a particular fleet asset.
Whole of Australian Government (WoAG)	Arrangements developed by Federal Agencies which may be entered into by the ANU. For more information on these arrangements please refer to the ANU Contract Management Online Guide