

FLEET  
MANAGEMENT



# CompleteLease guide



Your Fleet Mobility Partner  
[toyotafleetmanagement.com.au](http://toyotafleetmanagement.com.au)



# Contents

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<b>1.0</b>	<b>Introduction</b>	<b>1</b>
<b>2.0</b>	<b>CompleteLease overview</b>	<b>2</b>
<b>3.0</b>	<b>Features and benefits</b>	<b>3</b>
<b>4.0</b>	<b>Your fleet vehicle policy</b>	<b>4</b>
<b>5.0</b>	<b>Choice of lease terms</b>	<b>5</b>
<b>6.0</b>	<b>TFM Fuel Card</b>	<b>5</b>
<b>7.0</b>	<b>Payments made easy</b>	<b>5</b>
<b>8.0</b>	<b>Fleet reports</b>	<b>6</b>
	8.1 Tax invoice	6
	8.2 Fleet statement	6
	8.3 Direct debit advice	6
	8.4 Fuel transaction report	6
	8.5 Activity report	7
	8.6 Kilometre deviation report	7
	8.7 Vehicle due and overdue for service report	7
	8.8 Vehicle expenses report	7
	8.9 Vehicle nearing termination report	7
<b>9.0</b>	<b>Servicing and repairs</b>	<b>8</b>
<b>10.0</b>	<b>Registration</b>	<b>10</b>
<b>11.0</b>	<b>Who pays infringement notices and fines?</b>	<b>10</b>
<b>12.0</b>	<b>Insuring your vehicles</b>	<b>10</b>
<b>13.0</b>	<b>Varying your CompleteLease</b>	<b>11</b>
<b>14.0</b>	<b>Fees and charges</b>	<b>11</b>
<b>15.0</b>	<b>Ending your lease early</b>	<b>11</b>
<b>16.0</b>	<b>After your lease finishes</b>	<b>12</b>
	16.1 Returning your vehicle	12
	16.2 Fair Wear and Tear guidelines	13

# 1.0 Introduction

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## **Introducing CompleteLease with Toyota Fleet Management.**

At Toyota Fleet Management (TFM), we specialise in leasing for small businesses. With over 30 years' experience in financial services, we work with you closely as a trusted partner, offering the highest quality service and products to suit your needs.

With a TFM CompleteLease you can enjoy significant cost savings and convenient ways to keep track of your vehicle expenses. We also take care of the details from start to finish, leaving you free to focus on your business. For all the benefits of a TFM CompleteLease, please review this comprehensive guide.

If you have any questions, simply contact your certified CompleteLease Dealership or our TFM CompleteLease team.

**CompleteLease team**  
**1300 888 870**  
**[sbc@tfal.com.au](mailto:sbc@tfal.com.au)**

## 2.0 CompleteLease overview

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CompleteLease is designed especially for small to medium-sized businesses giving you a simple, convenient way to manage a fleet of up to 20 vehicles. It's available for new vehicles only.

The advantage of a CompleteLease is that you can drive a vehicle for a specific term at a fixed monthly rental with maintenance and service costs all included. 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 (including compulsory third party insurance, if applicable, in your State or Territory) for the term of the lease.

### **You can also add these options:**

- Roadside assistance
- A TFM Fuel Card.



## 3.0 Features and benefits

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CompleteLease will help you manage your fleet more efficiently. Here are the benefits at a glance.

- 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 simply returned to TFM.
- Your choice of lease terms from 12 to 60 months.
- Quick and easy vehicle replacement.
- Frees up your working capital – no deposit required.
- Frees up staff resources – less time spent on vehicle fleet management, more time to focus on running your business.
- Comprehensive fleet reports provide you with an overview of your vehicle fleet performance.
- Better fuel cost management – you also have the option to incorporate a TFM Fuel Card with your CompleteLease, offering extra savings.

## 4.0 Your fleet vehicle policy

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Where vehicles will be driven by your employees or contractors, we recommend that you introduce a fleet vehicle policy.

**This policy requires that your employees:**

- Hold a current driver’s licence
- Drive at safe and legal speeds (if an employee’s driver’s licence has been suspended, they are ineligible to drive the company vehicle)
- Never drive while under the influence of alcohol, drugs or any other prohibited substances
- Keep the vehicle clean and the interior tidy
- Check tyres and tyre pressure regularly, maintained to the vehicle’s specifications
- Keep the vehicle secure at all times and don’t leave valuables (e.g. laptops) inside.

**Your vehicle policy should also clearly outline who pays for:**

- Fines and infringements
- Insurance excesses after an accident
- Tolls and parking.

## 5.0 Choice of lease terms

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CompleteLease gives you a choice of terms ranging from 12 to 60 months. A vehicle kilometre limit will be agreed, depending on your estimated usage.

## 6.0 TFM Fuel Card

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For a discount on the pump price every time you buy fuel, choose our TFM Fuel Card.

The driver using the TFM Fuel Card simply provides the vehicle's current odometer reading each time they purchase fuel, helping you track vehicle kilometres.

Fuel costs are then conveniently charged to your account every month and included on your monthly Tax Invoice or Statement of Account.

## 7.0 Payments made easy

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Your CompleteLease payments are automatically deducted from your nominated bank account by direct debit, on the 15th of each month, with an invoice issued seven days beforehand. You'll also receive your monthly account statements, reports and letters conveniently via email.

# 8.0 Fleet reports

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To help you manage your fleet more efficiently, a variety of standard reports summarising relevant information about your CompleteLease vehicles will be sent to you.

## 8.1 Tax Invoice

Issued seven days prior to your payment date (15<sup>th</sup> of every month), it itemises payments for each CompleteLease, including any fuel transactions. Your nominated bank account will be debited on the due date for the total amount on your monthly Tax Invoice or Statement of Account. If there are any discrepancies, please contact our CompleteLease team as soon as possible.

## 8.2 Fleet Statement

Reflects the current overall balance of your account. It is issued at the same time as your Tax Invoice, showing all current amounts outstanding.

## 8.3 Direct debit advice

Once your nominated bank account has been debited, a direct debit advice will be issued, confirming the date and amount.

## 8.4 Fuel transaction report

If you've selected a TFM Fuel Card as part of your CompleteLease, the fuel report provides information for your fleet on each transaction including:

- Pump price & discounted pump price
- Litres
- Fuel type
- Location
- Any additional purchases that have been made with the TFM Fuel Card.

To further assist you to manage your CompleteLease fleet you can access additional reporting tools through the TFM customer portal; Fleet Online.



## **8.5 Activity report**

Provides a summary of your CompleteLease vehicle fleet listing:

- 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).

## **8.6 Kilometre deviation report**

This is a report to assist you to manage contract kilometres.

## **8.7 Vehicle due and overdue for service report**

This report identifies vehicles that are due or overdue for scheduled servicing.

## **8.8 Vehicle expenses report**

This details all vehicle expenditure for your CompleteLease vehicles.

## **8.9 Vehicle nearing termination report**

This informs you which vehicles are nearing the end of their lease term, if any, so that you can decide to renew or replace.

## 9.0 Servicing and repairs

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Your CompleteLease covers the cost of scheduled services and all other repairs and maintenance except those caused by accident damage, driver misuse or negligence.

An authorised service centre or repairer should service the vehicle in accordance with the manufacturer's recommendations throughout the term of your CompleteLease. Otherwise, your warranty could be forfeited and you may need to pay for any repairs.

Before maintenance (including tyre replacement) starts, the service centre or repairer must contact TFM's Repair Authorisation Centre for authority to proceed.

**All of the following are covered under 'Maintenance' in your CompleteLease contract:**

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

**The following are not covered:**

- 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 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 TFM.



## 10.0 Registration

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We look after your registration and Compulsory Third Party (CTP) insurance renewals for you, throughout the term of your lease. Vehicles are registered in your name, but your registration renewals are taken care of by TFM and we send your registration sticker to you. Please make sure you replace the old one as soon as possible.

## 11.0 Who pays infringement notices and fines?

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As TFM is the registered address for your vehicles, we will forward any fines or traffic infringement notices to you for payment. We recommend you pay them within the specified timeframe.

## 12.0 Insuring your vehicles

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Under a TFM CompleteLease you must comprehensively insure your vehicle for its full value at all times, noting Toyota Fleet Management as the financier. Ask about our competitive premiums through Toyota Insurance.

## 13.0 Varying your CompleteLease

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Ask us about varying your CompleteLease if the kilometre limit specified needs to be increased or decreased, or you want to extend your CompleteLease term.

## 14.0 Fees and charges

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TFM may levy fees and charges from time to time. Simply call us on **1300 888 870** to receive your CompleteLease fees schedule. All fees include GST and are subject to change by TFM at any time without prior notice.

## 15.0 Ending your lease early

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If you wish to end your CompleteLease prior to the agreed date, simply phone or email your TFM CompleteLease team for a lease payout quote.

## 16.0 After your lease finishes

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**Four months before your CompleteLease finishes, we will contact you to discuss:**

- a. Your requirements for a replacement vehicle
- b. Options to extend your lease
- c. Arrangements for the return or disposal of your vehicle.

Please note that on expiry of your original lease term, TFM is no longer obliged to register and insure your vehicle.

### 16.1 Returning your vehicle

We make it easy to replace your old vehicle with a new one. Just follow these ten simple steps to ensure a smooth transition without any downtime.

1. 45 days prior to lease end, you'll be contacted to arrange inspection of your vehicle at a convenient location. Beforehand, your vehicle should be cleaned inside and out.
2. After inspection, you or your authorised representative sign the completed inspection form, listing any defects that need addressing.
3. Keep a copy of the inspection form for your records.
4. We'll contact you regarding any damage outside of our acceptable Fair Wear and Tear guidelines.
5. Choose to repair the vehicle or return it in its current state to TFM.
6. At lease end the vehicle will be collected from your address.

7. A final inspection is completed. If you have not repaired the vehicle to an acceptable standard you will be charged for any items outside our Fair Wear and Tear guidelines.
8. If your vehicle has exceeded the agreed kilometre limit you will be charged for each kilometre in excess of the agreed limit set out in your CompleteLease.
9. For your convenience, any end-of-lease rectification and excess kilometre charges will be included in your monthly Tax Invoice or Statement of Account and direct debited from your bank account.
10. We assess your vehicle according to our Fair Wear and Tear guidelines. The applicable usage category for your vehicle is displayed on your CompleteLease contract.

## 16.2 Fair Wear and Tear guidelines

To make sure your vehicle meets our Fair Wear and Tear conditions according to your lease, call our CompleteLease team for a copy of our guidelines.

### How to contact TFM

**Phone:** 1300 888 870   **Email:** [sbc@tfal.com.au](mailto:sbc@tfal.com.au)

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