**Vehicle Damage Procedure**

**Hirers**

1. Check car before leaving premises – if damages exists, take photos and inform ASU/ department staff immediately.
2. Check car when returning – if damages exists, take photos and inform ASU/ department staff immediately.
3. If you have an accident or damage the vehicle , inform ASU/ department staff and complete a Motor Accident Report Form

**ASU/ Department Staff**

1. Inform Purchasing ([purchasing@worc.ac.uk](mailto:purchasing@worc.ac.uk)) of damage and/ or accident as soon as possible
2. Ask driver to complete a Motor Accident Report Form and forward to Purchasing (purchasing@worc.ac.uk) when complete
3. Once damage has been confirmed and UW accept liability for damage, raise and receipt purchase order for invoice charge

**Security**

1. If informed by hire company that damage exists, check vehicle for damage.
2. Sign to accept damage on behalf of UW
3. Inform Graham of damage – Graham to let Purchasing know at earliest opportunity
4. Forward signed paperwork to Purchasing

**Purchasing**

1. Notify hire company of damage
2. Complete Hire Car Damage Claims spreadsheet
3. Note details of damage and forward Motor Accident Form to Insurance team
4. Once invoice received forward to ASU/ department and Insurance team if over £500
5. Record invoice details on spreadsheet.

**Insurance team**

1. Notify insurance company and obtain reference number, if appropriate

**Purchase Ledger**

1. Pay damage invoice when purchase order has been receipted

**Car hire company**

1. Inform Reception/ Security of damage
2. During office hours (8-5) Purchasing will check vehicles to verify damage
3. Out of office hours security will check vehicles for damage
4. Ensure paperwork is signed verifying damage and leave a copy with Purchasing/ Security
5. If damage signed off by Security, advise Purchasing during next working hours