



**FleetNet Call Center**  
**1-800-972-8872**  
**24 hours / 7 days a week**

1 Issue

3 Vol

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**PO Box 970**  
**300 Commerce Drive**  
**Cherryville, NC 28021**



# FleetNet

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[www.fleetnetamerica.com](http://www.fleetnetamerica.com)

## Transport & Tow Quote Program

As you know, FleetNet has a service called "FleetNet Select Towing & Recovery Program" which addresses Non-Consensual Towing and Incident Management. Heavy and Medium Duty towers with contracted rates ensure cost containment on a national level. Using the same vendor network, FleetNet developed a program called FleetNet Transport & Tow to handle non-emergency long distance towing. This program is available only to existing FleetNet customers. Our goal is to handle all the "leg work" associated with finding a qualified tower in the needed area, handle all the administrative work, and pay

the vendor. We will compile three quotes for a particular event and present the detailed options to you. Once you decide which option best fits your needs, we schedule the vendor and monitor the event until delivery at destination is complete. Therefore, you save time, money, and worry.

A nominal fee is associated with quoted events not scheduled with FleetNet. Once the event is scheduled, your normal service fee will apply.

Please contact Vendor Relations at 1-800-525-2324 between 8am & 5pm EST with any questions or visit [www.fleetnetamerica.com/towquote](http://www.fleetnetamerica.com/towquote).



## Managing Your Web Favorites

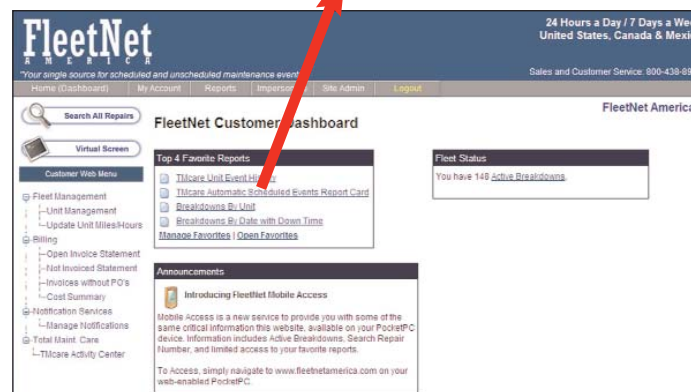
Do you have certain reports that you view on our website frequently? If so, you can save them as your "Top Favorites Reports".

To save the reports to your dashboard favorites:

- 1) Click Reports Tab
- 2) Click Roadside Services (Right)
- 3) Locate the desired report
- 4) Click "Add to Favorites" (Left)
- 5) Continue steps 2-4 until the desired reports are showing in the Favorites box.

Note: If you want to add TMCare reports, click TMCare on #2 and proceed.

If you have questions, please contact 1-800-438-8961 x2550.



## Open Invitation

We welcome you to visit our corporate office in Cherryville, NC anytime you are in the area. Our office is located approximately 30 miles west of the Charlotte Douglas International Airport.

A tour of our call center and facility will give you an inside look at how we manage your emergency roadside events and preventative maintenance issues, as well as the technology we have at our figure tips.

Contact your local regional sales manager or our corporate office to schedule a visit today. We look forward to seeing you.

## Regional Sales Director Named \_\_\_\_\_



FleetNet announces the promotion of Randy Whittaker as Regional Sales Director. In this position, Mr. Whittaker will have direct responsibility for field sales. He will be domiciled in Little Rock, Arkansas. Randy has been an outstanding performer for FleetNet in the Midwest Region.

Randy resides in Bryant, AR, with his wife Kimberley

and two daughters Randi 17 and Rori 12. Mr. Whittaker has over 27 years in the transportation industry. Three years with Ryder/PIE truckline as an operations manager in Little Rock AR and 21 years in sales and management with Treadco Inc. in AR, TX, OK, and FL. Randy is a native of Witcherville AR, and a graduate of the University of Arkansas and holds a Bachelor of Science in Business Administration.

Pictured below are air boats, one of the many types of vehicles in FleetNet's TMcare program.



FleetNet America's TMcare program provides management of scheduled commercial equipment maintenance. Through TMcare, FleetNet provides all elements of a fleet equipment maintenance program including the establishment and oversight of preventative maintenance programs and the scheduling and tracking of annual Federal Highway Administration (FHWA) inspections.

## Corporate Contacts

Oren Summer  
President/CEO  
Ext. 2501

Gary Cummings  
Executive VP/COO  
Ext. 2681

Tim Smith  
VP of Operations  
Ext. 2507

Mike Hagaman  
VP of National Accounts  
Ext. 2504

James Williams  
Sr. Director of Vendor Relations  
Ext. 2532

Stephen Crane  
Sr. Director of TMcare  
Ext. 2639

Randy Whittaker  
Regional Sales Director  
501-658-5735

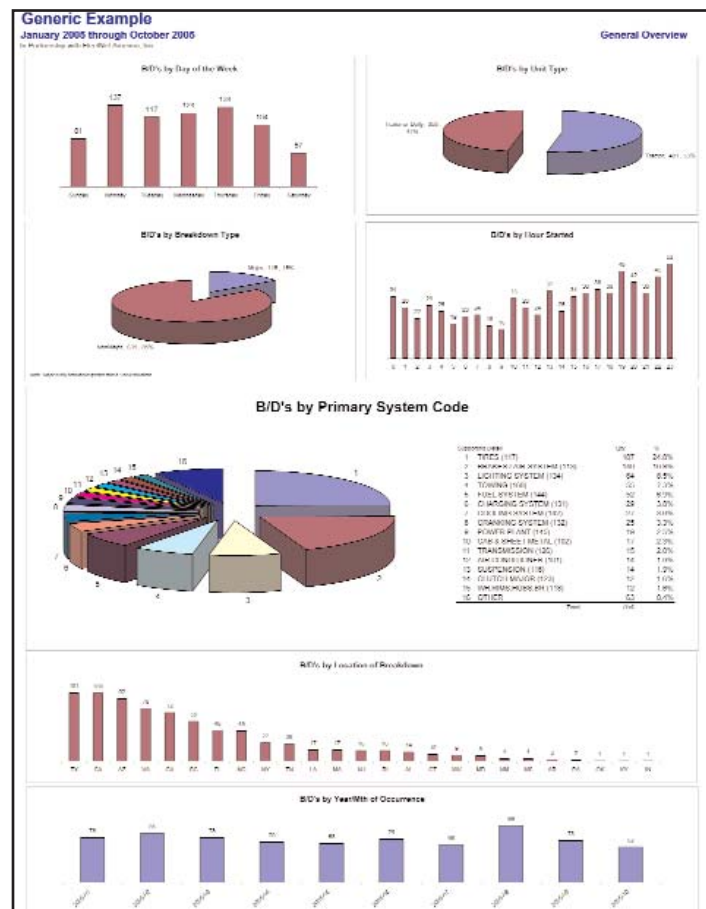
## Customer Profiles/Instructions

FleetNet America strives to handle each event per the individual customer's preference. We do this by maintaining customer profiles or

instructions. It is important that personnel information, phone numbers, tire account information, etc be correct. If you have personnel or infor-

mation that has changed, please contact your Regional Sales Manager or our office at 1-800-438-8961 ext 2523.

## Valuable Fleet Information



FleetNet handled 193,514 breakdown calls in 2007 enabling us to gather significant data on all types of system and component failures. These failures can be sorted, grouped and layered in many ways, such as by location, customer size and equipment make and model. With this information, customers can analyze their current maintenance practices and set forth new processes to prevent future breakdowns and maximize savings. If you would like to receive company specific data and graphs like the example to the left, please contact your Regional Sales Manager or 1-800-438-8961 ext 2550. You may also request via email to [sales@fleetnetamerica.com](mailto:sales@fleetnetamerica.com).