



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

**1st Quarter 2010**

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



# FleetNet

*focus*

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

## The Only Nationwide Towing Network

Many breakdown departments are not set up to handle all their towing in-house or manage the setting up of tow vendors themselves.... They need to outsource it to maintain cost control. Therefore, FleetNet America, Inc. developed the largest nationwide network of heavy duty towers. FleetNet's towing program utilizes over 3,000 towers to address Non-Consensual Towing and Incident Management as well as Accident Recovery, Load Swap and more. These Heavy and Medium Duty towers with contracted rates ensure cost containment on a national level. FleetNet also has valid vendor insurance certificates on file for our current "Select" vendors. The "Select" vendor program provides FleetNet customers with nationwide access to certified towing and recovery providers, allowing them to receive superior towing and recovery service at competitive prices.

"Our customers told us they wanted to use towing companies who provide good service, project a positive image, adhere to state and federal regulations and who maintain appropriate insurance levels. In response to this customer need, FleetNet



developed a database of certified towing and recovery vendors who meet these standards while charging a fair and reasonable price,"

states Oren Summer, President and CEO of FleetNet America, Inc.

FleetNet's commitment to our vendors is to develop a

partnership environment and strive to ensure all business relationships are fair and above board. We pledge to act with total honesty and integrity in all matters. FleetNet has worked with multiple generations of towing and recovery families beginning with Carolina Freight in the early 1950s and continues to build long-term, trusting relationships with newer vendors today. These long-term relationships ensure prompt quality service for FleetNet customers and prompt payment by FleetNet to these vendors.

Using the same FleetNet towing vendors, we developed a program called Vehicle Securement which promptly secures a fleet's abandoned equipment minimizing the risks as well as the cost of undelivered freight and uncontrolled equipment. The Transport & Tow program is for non-emergency long distance towing.

## New Fleet Manager Hired

FleetNet America, Inc announces the recent hiring of Tracy Hatley as Tmcare Fleet Manager. Tracy joins FleetNet with over 24 years experience in the workings of the transportation industry, including maintenance, operations and safety. As a Fleet Manager, Tracy is responsible for specific customers and will become an active part of their maintenance team. He will review invoices to ensure costs are in line, as well as reviewing estimates and looking for ways to save the customer money. The main focus of a fleet manager is to



**Tracy Hatley**

drive down the cost for the fleets he manages.

Past employment includes: Vehicare, Cardinal Logistics, and Overnite Transportation. Tracy's past positions include: operation manager, maintenance specialist and mechanic.

**Join us  
 Fridays  
 at 2pm EST  
 for a WebEx  
 presentation**  
 to learn more about  
 our customized  
 Tmcare solutions.

## Meet One of Our Material Handling Experts

Ric Nelson spent his early years in the material handling industry as a forklift technician for the local Caterpillar dealer in Charlotte, N.C. After five years at Caterpillar, Ric was given an opportunity to assist a new Yale forklift dealership in the Charlotte area in 1988. Ric then expanded Yale Carolinas into Hickory, N.C. and became Branch Manager at the new location in 1992. He oversaw the daily activities of the parts, service and rental departments. In 1994, Ric was promoted to oversee the aftermarket operations of the

newly acquired Alabama territory for Yale Carolinas. Serving as Product Support Manager until late 1995, Ric helped establish Yale Carolinas as one of the top material handling dealerships in the state. In late 1995 Ric returned to the corporate office in Charlotte and assumed the role of Corporate Parts Manager. Ric assumed the role of Manager-Parts Development and was instrumental in the aftermarket growth of the company until 2009, as well as overseeing a fleet of 100+ service vehicles. In November 2009, Ric joined the FleetNet team and currently is spearheading the Material Handling Maintenance Management Program.

FleetNet America's Material Handling Maintenance Management Program is designed to manage material handling equipment maintenance needs while controlling maintenance costs and keeping equipment

in profitable operating condition. We will alert you of mechanical issues before they turn into costly repairs, maximizing equipment uptime and keeping your equipment in peak condition. Our program monitors maintenance costs, hours of usage, equipment condition and other factors that can affect performance. We provide this information via our secure web environment, 24/7.

This program is under our TMcare division which encompasses the management and administration of all maintenance, handled through third party vendors, for commercial equipment. FleetNet provides all elements of a fleet equipment maintenance program including the establishment and oversight of preventive maintenance programs. The purpose of TMcare is to manage vendors and the maintenance process, ensuring sound maintenance programs at every location nationwide, as well as OSHA rules and regu-



**Ric Nelson**

lations and company compliance. FleetNet's management of the vendors and maintenance process allows management to see "where the money is going." Each invoice is audited for accuracy and compliance. The TMcare program allows con-

*...ASP model to prevent the costly purchase of hardware and software thus minimizing capital expenditures for your company.*

solidated billing and interfacing with the customer's cost tracking system as well as dollar level thresholds for estimates and approvals.

Our TMcare team audits and edits the repair integrity, negotiates PM pricing and locks in hourly fees for sub PM repairs. The main focus of TMcare is to setup, schedule, validate, and complete PMs and unscheduled repairs. The program captures completed PM forms, OSHA documents, and actual copies of the vendor's invoices. We also provide an ASP model to prevent the costly purchase of hardware and software thus minimizing capital expenditures for your company.

### Corporate Contacts

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### Upcoming Tradeshows

#### April

TRALA - Miami, FL  
Florida Tow Show - Orlando, FL  
NPTC - Cincinnati, OH  
NAshow 2010 - Cleveland, OH  
Texas Tow Expo - Houston, TX

#### June

CTTA - Reno, NV  
Colorado Tow - Golden, CO  
EUFMC - Williamsburg, VA

#### August

NC Tow Truck Show - Hickory, NC  
Southeastern Regional - Lake Lanier, GA