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FleetNet

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Oren Summer to Retire; Gary Cummings Named Successor



Oren Summer
CEO

Oren Summer announced his retirement from the company effective June 30, 2011. Gary W. Cummings, previously the Executive Vice President and Chief Operating Officer became FleetNet's President and Chief Operating Officer on February 1, 2011. Mr. Summer will continue to serve as FleetNet's Chief Executive Officer until his retirement.

Mr. Summer, who will be 65 years old at the time of his retirement, has led FleetNet since its January 1993 inception as Carolina Breakdown Service Inc. Mr. Summer began his career in the transportation industry in 1969, working in a variety of areas associated with equipment maintenance, repair and supplies at Carolina Freight Carriers Corporation, a company pur-

chased by Arkansas Best Corp. in 1995. Throughout his career, Mr. Summer has been very active in industry trade associations including the Technology and Maintenance Council ("TMC") of the American Trucking Associations. He has led a number of TMC task forces and study groups and he served as general chairman of TMC in 1995. Mr. Summer is currently a TMC board member. In addition to receiving several industry awards, in 2005 Mr. Summer was named the recipient of Commercial Carrier Journal's 2005 Technology and Maintenance Career Leadership Award.

"Oren Summer has spent his entire 42 year career in the equipment and maintenance industry. He was the driving force behind the creation of FleetNet. The success it enjoys today is a result of the many years of dedication and guidance Oren has provided," said Judy R. McReynolds, Arkansas Best President and CEO. "FleetNet provides an important service to transportation equipment fleets. Under Oren's leadership its services have been crafted in a manner resulting in FleetNet's leadership position in third-party equip-

ment vendor management."

Gary Cummings, who is 45 years old, has served in his current position for over three years. He began with the company in January 2005 as Vice President of Corporate Services. Prior to joining FleetNet, Mr. Cummings oversaw the information technology department of a former LTL subsidiary of Arkansas Best. Prior to that he served in various financial capacities at Arkansas Best. Mr. Cummings is an active member of TMC and he is involved in various industry activities. He grew up in the transportation industry. Beginning at an early age, Gary worked in a trucking company that was owned and managed by his parents.

"Throughout his various assignments at Arkansas Best and some of its subsidiaries, I have worked closely with Gary Cummings," said Ms. McReynolds. "I am confident in his ability to follow Oren Summer in leading FleetNet into the future. Gary's lifetime of experiences in many critical transportation areas uniquely equips him to direct FleetNet. FleetNet's customers and employees will benefit from Gary's positive outlook and his energetic leadership



Gary Cummings
President

style. His focus on customer service will be an important element of further strengthening FleetNet's reputation for providing timely, vendor resources to truck fleets all over the United States and Canada," said Ms. McReynolds.

"During Gary's tenure at FleetNet, he and Oren have worked together to improve FleetNet's traditional service offerings while developing and adding new services," said Ms. McReynolds. "In the coming months prior to Oren's retirement, they will prepare for a seamless transition that helps preserve the superior customer care for which FleetNet is known. Following his retirement from the company, Oren will continue to provide his expertise to FleetNet as a consultant to the company."

Corporate Contacts

Oren Summer.....	CEO.....	Ext. 2501
Gary Cummings.....	President.....	Ext. 2681
Tim Smith.....	VP of Roadside.....	Ext. 2507
Jarrett Gokey.....	VP of Sales & Marketing.....	Ext. 2560
Stephen Crane.....	Sr. Director of TMCare.....	Ext. 2639
James Williams.....	Sr. Director of Vendor Relations.....	Ext. 2532

Four Fault Codes Save Astronomical Cost

PeopleNet, the leading provider of innovative and integrated onboard computing and mobile communications systems for effective fleet management, today announced that Old Dominion Freight Line, Inc. (NASDAQ: ODFL) is using PeopleNet's real-time engine monitoring to enable FleetNet America to proactively manage its fleet maintenance and reduce maintenance costs. PeopleNet's Vehicle Management application collects fault code information from the vehicles' ECM and sends the data to FleetNet over the PeopleNet network. FleetNet

interprets the data and immediately contacts and instructs the driver of the vehicle with the fault code alarm to pull over and park the vehicle.

According to Old Dominion director of field maintenance, Tom Newby, PeopleNet-FleetNet monitoring has been installed on 3,500 vehicles. By late Spring, the remaining 2,200 trucks will be equipped. He explained that the system delivered a pay-off before day one. "While we were testing the system, just a few days before we went live, we saved the \$20,000-plus cost of a catastrophic engine failure. FleetNet

received a fault code from PeopleNet indicating low oil pressure. A FleetNet maintenance representative called the driver and instructed him to pull over and park. As a result, we incurred minor repair costs, compared to the engine failure that would have occurred if attention to the problem had been deferred until the driver returned to the terminal for diagnosis."

The company's maintenance department identified urgent fault codes that could result in catastrophic engine failure and should be sent to FleetNet immediately: high temperature, low coolant, low oil pressure and high oil temperature. Tom added, "The fault code gives FleetNet a better idea of what's needed. The last thing we want to do is have technician dispatched to the truck, only to learn that it can't be fixed at roadside and will need a tow. It's all about better visibility and analysis that will keep our maintenance costs and vehicle/driver downtime in check."

Old Dominion is currently talking with vehicle manufacturers as they consider adding more fault codes.



New Partnership

FleetNet America announces a new partnership with Pano Logic, the leader in zero client desktop virtualization. Pano Logic simplifies desktop virtualization by moving 100% of the processing power to the server, eliminating all endpoint management. "Our operations rest upon experienced coordinators handling customer calls using Cisco's Unified Communications softphones, USB headsets and dual monitors. With Pano Logic's next generation device and Pano System, our end users (and customers) didn't notice a difference when switching over from our traditional PCs, especially considering the new two-way audio capabilities of the Pano System. The excellent user experience together with the unmatched management simplicity makes Pano System the best solution we could have asked for," states Bryan Johnson, Director of IT.

With partnerships with companies like Pano Logic, FleetNet America is bringing additional value to the services we offer by continuing to expand our use of technology.

System Solution: Flexible Options to Meet Customers' Needs

One specific solution under the TMcare umbrella is called the "TMcare System Solution". Its focus is to bring the dynamic reporting engine available on the web to customers that do not need FleetNet to manage vendors in the coordination and auditing of the repairs. "TMcare System Solution" is a software solution specifically designed to accumulate and report the maintenance records of specific units enrolled in the program – from every detailed mechanical repair for each individual unit to higher level accumulated reporting for locations, regions and/or the corporate level.

FleetNet's System Solution has several flexible options to meet

the customer's needs. The basic premise of System Solution is to VMRS (Vehicle Maintenance Reporting Standard) code the repairs, verify the repairs made and pay the vendor's invoice for the customer. The customer handles setting up the vendor and instructing services to be performed.

The primary option for processing maintenance records into the system begins with web access and the customer setting up a PO in the FleetNet system. This method offers the best solution for accountability and control. The process begins in FleetNet's system once we receive the invoice for an event. FleetNet receives the vendor invoice via

fax or email from the customer or the vendor based on the customer profile preference. Once the vendor invoice is received, the billing department then reviews the invoice and inputs information (using VMRS Coding) into the FleetNet systems. The review includes updating the PO and other information, auditing the invoice for high prices and unreasonable repairs and communicating findings to the customer. Once the vendor invoice has been approved, FleetNet pays the invoice and invoices the customer for all paid invoices in a set time period.

Other options include the customer paying the vendor directly and FleetNet capturing the infor-

mation.

FleetNet operates under the premise of continuous interaction and feedback from the customer to properly steer the program in the right direction. There are significant quantities of reports that are available to answer questions that may arise including questions related to cost of repairs, vendor quality, warranty recoveries, equipment availability, operational effectiveness, budgeted and accrued cost tracking, PM status, etc. FleetNet is the solution for fleet maintenance management services – it's all about giving administrative tools to the customer.