



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

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PO Box 970  
 300 Commerce Drive  
 Cherryville, NC 28021



# FleetNet

*focus*

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

## Director of TMcare Named



Stephen Crane

FleetNet America, Inc. announces the recent

hiring of Stephen Crane as Director of TMcare. Stephen's responsibilities will include oversight of FleetNet's preventative maintenance department as well as business development. Stephen has an extensive management background in the trucking industry with over 27 years of experience, 15 of those with Carolina Freight

Carriers Corporation. Stephen has a bachelor of science degree in business management from Gardner Webb College.

The FleetNet America TMcare Program provides management of scheduled commercial equipment maintenance for transportation fleets. The program provides all elements of fleet equipment

maintenance, including the establishment and oversight of preventative maintenance and the scheduling and tracking of annual Federal Highway Administration inspections.



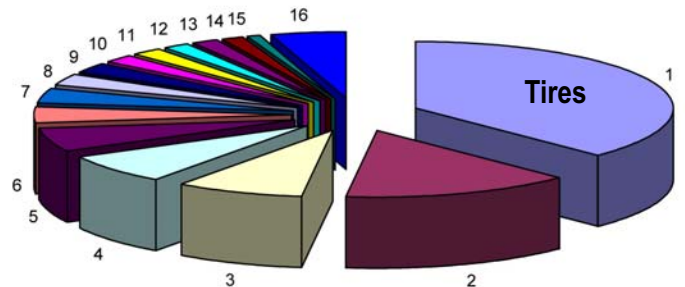
## Are you ready for the **heat**?

No matter how prepared you are for the summer, tires can blow your plans out of the water. By honoring your national tire accounts, or allowing you to purchase on our national accounts, FleetNet offers a solution to the downtime and delays the heat can cause. With access to over

60,000 vendors nationwide, FleetNet finds the best-rated tire vendor in the area and has your unit rolling in an average of 2 hours or less.

**Other reasons to use FleetNet for your tires include:**

- Customer brand tire preferences listed in profile.
- If first choice is not available, we can use the second or third choice to help minimize downtime or unacceptable delays.
- Same e-mail notifications, graphs, and on-line account information available on mechanical events



- 37.5% of all calls we handle are tire related, therefore, we have knowledgeable staff and vendors ready to assist when you need us.
- Customer provided vehicle list with tire sizes maximizes the chance of the vendor arriving on scene with the correct tire size even if the driver does not know it.
- If your tire failure also

involves other mechanical issues, we can dispatch vendors that repair both the tire and mechanical matter.



## New Phone System Installed



FleetNet America has just installed a new Cisco Voice-over-IP telephone system and contact center software. This system introduces features such as enhanced reporting and skills-based routing allowing us to route calls more efficiently while retaining the personal call touch that our customers have been accustomed to. This product will give FleetNet America, Inc the ability to handle more calls while retaining a high quality-

of-service.

VoIP refers to a way to carry phone calls over an IP data network, whether on the Internet or an internal network. Businesses are using IP telephony across their own managed private networks because it allows them to better handle security and service quality. Using our own network, FleetNet America, Inc has more control in ensuring that voice quality is as good as, if not better than, the services we have previously experienced with a traditional phone system. It's the potential for deploying new business applications that transform communications and build competitive advantage.

## Manager of Credit & Cash Mgmt Named

FleetNet America, Inc announces the recent hiring of Carl McMaken as Manager of Credit & Cash Management. He will fill the position being vacated by Richard Connelly who is retiring after many years in credit management, with 7 years as Manager of Credit and Collections with FleetNet and more than 16 years as manager of the credit department of Carolina Freight.

Carl comes to FleetNet with over 30 years experience in credit management, most recently as Corporate Credit Manager with the Delta Faucet Company. He has earned the designation of Certified Credit Executive

from the National Association of Credit Management and is a past Chairman of the Indiana Association of Credit Management. Carl has a Bachelor of Arts degree in Business Administration from Ohio Northern University in Ada, Ohio.



Carl McMaken

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## Wish you were here?

FLEETNET AMERICA CAN MAKE YOUR VACATION MORE ENJOYABLE BY HANDLING YOUR ROADSIDE EVENTS WHILE YOU AWAY. TAKE ADVANTAGE OF BEING A MEMBER OF THE FLEETNET FAMILY AND LEAVE EVERYTHING TO US. YOU AND YOUR FAMILY WILL HAVE MORE TIME TO RELAX AND DO MORE OF THINGS YOU ENJOY KNOWING FLEETNET IS TAKING CARE OF BUSINESS.

CALL TODAY TO UPDATE YOUR PROFILE AND THEN GET AWAY TO A RELAXING VACATION!

1-800-438-8961  
EXT. 2522 OR 2523

