



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

3rd Quarter 2009

PO Box 970
300 Commerce Drive
Cherryville, NC 28021



FleetNet

focus

www.fleetnetamerica.com

Announcing a Lift Truck Maintenance Management Program

Lift Trucks are a critical element of warehouses, distribution centers and many other businesses. However, few companies have a preventive maintenance program for this invaluable equipment. A non-operational lift truck means that trucks are not being loaded and freight is not being shipped. A properly maintained lift truck can significantly reduce your repair expenses by fixing them before they become a major repair item and saving you valuable downtime.

FleetNet America, Inc announces a Lift Truck Maintenance Management Program designed to handle your lift truck maintenance needs while controlling your maintenance costs and keeping your equipment in profitable operating condition. We will alert you of

mechanical issues before they turn into costly repairs, maximizing equipment uptime and keeping your lift trucks in peak condition. Our program monitors maintenance costs, hours of usage, equipment condition and other factors that can affect performance. We provide this information to you 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 regulations 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 consolidated billing, 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.



Above and Beyond

FleetNet America's Roadside Call Center received a call from a mother and two children in a passenger car early morning Sunday, July 12th. They were stranded at a gas station approximately one hour from the hotel they had just checked out of and 950 miles from home. Through their GPS system, they found a number to a company that FleetNet serves as an afterhours call center. FleetNet assists commercial fleets every day with maintenance needs, but we do not get the opportunity to assist person-

al or light duty vehicles. However, the coordinator who took the call "knew this was someone's family and would have wanted someone to help". Oren Summer, FleetNet President, stated "this call epitomizes our company and employees and exhibits exceptional skills and courtesy."

Below is an excerpt from a letter the vendor received from this family.

Please accept my thanks "for going above and beyond

unselfishly to help me when my car broke down in Hickory, N.C. in July. You have no idea how much your kindness and trustworthiness meant to me and my boys during that time. I imagined all the ways things could have been much worse only after my boys and I were safely back on the road headed home. We were very fortunate to have had Bobby from FleetNet America dispatch the call to you...We just wanted you to know how much we appreciated your kindness and how grateful we were for your help."

*Helen, Kevin, & Jake
 (and Zoe the dog)*

Bobby Stroupe was the coordinator who handled the call. Bobby has been with FleetNet since the beginning (1993) and was previously with Carolina Freight where he started his career in 1984. Jerry Barrett, owner of Mobile Truck Repair, was the vendor on the call. Jerry has been a vendor for FleetNet America since August 2002.



Web Conferencing

FleetNet America, Inc conducts weekly WebEx presentations showcasing our programs and services. Companies may join the live presentations and interact with presenters in real-time via audio conferencing, instant messages,

etc. while learning about the latest information in fleet maintenance management. To learn more about these live presentations, please visit www.fleetnetamerica.com or call 1-800-438-8961 ext. 2550.

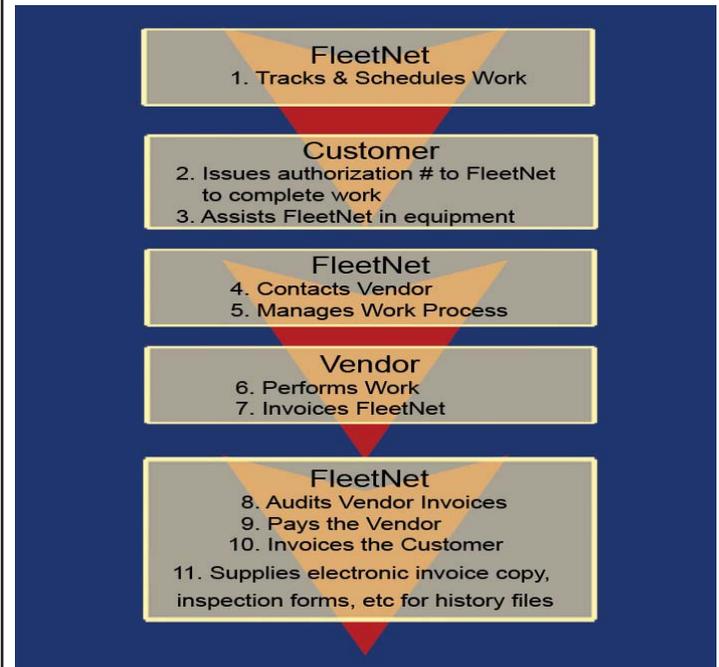
Personnel Changes?

If so, let us know. We need to know your updated contacts, phone numbers, etc. to assist your company better and more efficiently when you need us.

Please call today.

1-800-438-8961 ext. 2541

How The TMcare Process Works



Corporate Contacts

Oren Summer
President/CEO
Ext. 2501

Gary Cummings
Executive VP/COO
Ext. 2681

Tim Smith
VP of Roadside
Ext. 2507

Stephen Crane
Sr. Director of TMcare
Ext. 2639

Mike Hagaman
VP of National Accounts
Ext. 2504

Randy Whittaker
Regional Sales Director
501-658-5735

James Williams
Sr. Director of Vendor
Relations
Ext. 2532

Fleet Management Data Analysis (VMRS)

Posted on Oren Summer's Blog Thurs., Aug 27, 2009 on Big Truck TV. www.bigtrucktv.org

I am very glad to see VMRS (Vehicle Maintenance Reporting Standards) gaining more and more acceptance and positioned squarely on the radar of today's maintenance professionals. Without any reservations, the solid foundation of system, assembly, and parts identification coupled with the critique of reason for repair data clarity and work accomplished data codes presents the most vital underlayment for concise and cost affective fleet management available today. Those of you who use 3rd Party service providers must mandate the exclusive use of accurate VMRS coding of all maintenance repairs and labor. You will definitely reap the benefits.

Although the initial coding and evolvement of this program started over 25 years ago, the expansion of fleets using this standard has become the absolute norm today, rather than

the casual exception of years past. Obviously the economic environment that transportation is facing today requires fleet management to be more attuned to cost control and VMRS is the conduit to address standard truck systems in addition to many new and complex static or passive maintenance systems. By complex, I am referring to all types of equipment from forklifts to Class 8 vehicles and everything in between. There are codes for mounted equipment and specialty components from garbage trucks and packers to utility trucks with booms and derricks. This universal language and interpretive data can provide extraordinary discipline among fleet managers and purchasers, driving them directly to the equipment and applicable component specs that is almost perfectly suited for respective venues.

Understanding how management uses VMRS and training your technicians to understand the codes and interpretations properly is probably the biggest challenge you will



Oren Summer

have, but the results will show benefits right out of the box.

The main comfort aspect is that we have TMC fully managing VMRS new code keys and updates to outdated ones. Under the watchful and experienced eyes of TMC, accuracy and interpretive data analysis will always remain concurrent with the ever-changing technological advances in the maintenance arena.

I strongly suggest that regardless of the size of your fleet that you entertain the strategic use of VMRS. I can almost guarantee you will clearly see your deficiencies, allowing you to alleviate or drive cost from your company.