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Meet Caroline

FleetNet America strives to offer flexibility in services and communication providing multiple channels to keep customers informed. We are pleased to introduce Caroline, an Interactive Voice Response (IVR)*.



Caroline joined FleetNet's customer care team in the summer of 2014. As she gained popularity with our service providers, FleetNet found areas to increase our commitment to outstanding customer service. Recently, Caroline has been generating reminders to the service providers to submit invoices in a timely manner, allowing us to process quickly and efficiently. Beginning this summer, Caroline will notify our customers' drivers with status updates throughout the course of their event so they are not left wondering, who, what and most importantly, when.

This is just the beginning. There are many more opportunities for Caroline to assist in offering best-in-class customer service.

*Interactive voice response (IVR) is technology allowing a computer to interact with humans through the use of voice and DTMF (Dual-tone multi-frequency signaling) tones input via keypad.

Text Message Notifications

FleetNet enhanced its roadside services with SMS status alerts to customers in late 2010. Customers who opt-in to receive text message notifications instantly receive details of when a service provider will arrive on location. Drivers are raving about this service and how quickly they are receiving the information they want. Following are the types of messages a customer may choose to receive via text message either on a single event or for all future events:

- 1) A breakdown started message, giving the user a reference number
- 2) A vendor assigned message, indicates the vendor name and ETA
- 3) A vendor changed message, indicates the vendor or ETA has been modified
- 4) A breakdown cancellation message, confirming the dispatch process has been stopped

Call your Customer Care Specialist today at 1-855-836-3912 to start receiving text message notifications.



FleetNet Mobile Coming This Summer!



FleetNet's mobile app will allow customers to request a new service event, view status of an on-going or completed event right from your mobile device.

For more information call your Customer Care Specialist at 1-855-836-3912 today!



CORPORATE CONTACTS

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Look for us on:   

Employee Spotlight

Micah Boyles, TMcare® Administrative Supervisor

Micah Boyles, TMcare® Administrative Supervisor, has over 30 years of mechanical and administrative experience. Before joining FleetNet in 2009, Micah worked as a Field Representative for a local engineering firm and an Electrical Technician and Industrial Plant Maintenance Supervisor for a Fortune 500 company. In addition to his mechanical background, Micah also served as a Total Quality Management Coordinator.



Micah Boyles

As FleetNet America's TMcare® Administrative Supervisor, he works with field sales personnel during the quoting process for potential customers and is involved with the setup of new customers in the TMcare® Program. Micah works with IT, Sales, and management to constantly respond to customer needs. Within the TMcare® department, Micah has the opportunity to work with Account Representatives, Supervisors, and Managers to make improvements to the program to serve our customers better. According to Micah, "I enjoy being able to think outside of the box and to work with multiple departments to find solutions to better serve our customers' needs."

Misty John, Senior Follow-Up Representative

Misty John joined FleetNet in 2007 with over 10 years' experience in the transportation industry. She has held various positions in our Roadside department over the years and is currently a Senior Follow-Up Representative, serving customers with high event volume as well as managing follow up for major events.



Misty John

FleetNet's dedicated follow-up representatives constantly monitor the status of each event to ensure it is handled in a timely manner. Giving careful attention to each event, they communicate with customers and vendors via emails, phone calls, text messages, etc. to keep everyone up to date. Our Follow-Up Reps manage each event from vendor's assignment until the unit is back on the road again.

Certified VMRS Specialists

As Manager of Billing for FleetNet America, one of Misty Hansley's responsibilities is to ensure the billing department staff is trained in the proper use of VMRS coding. VMRS coding is the most popular form of cost tracking used by fleet management to control their costs through the use of data. Because Misty recognizes the importance of maintaining a high standard of accuracy, she sought to take advantage of the VMRS coding certification program offered by TMC. Daryle Shuford, Fleet Manager for TMcare® and one of the first to be certified through the TMC program, arranged testing for Misty and members of her department. Over the next few weeks, Misty and five of her Level 3 Costers (Veniva Paschal, Leana Davis, Ashley Jenks, Kelly Thompson, and Matthew Bane) prepared for the VMRS Knowledge and Proficiency Examination. All six succeeded in passing the exam to become Certified VMRS Specialists. The extra effort of these individuals and their desire to improve personal skills will only continue to add value for FleetNet customers.



(L-R): Veniva Paschal, Ashley Jenks, Leana Davis, Misty Hansley, Kelly Thompson, Matthew Bane

New Customers Join FleetNet Family

FleetNet America administers service for 400,000+ events annually, as well as being responsible for over 1,000,000 pieces of customers' equipment in the TMcare® (Total Maintenance Care) and Roadside (emergency roadside) programs. We would like to welcome the new customers who joined our FleetNet family in the last few months.

Ace Moving & Storage	Gainesville, VA	Imperial Transport & Leasing	Camden, NJ
Bentley Truck Service	Philadelphia, PA	JS Express Trucking	St. Louis, MO
Carman	Ft. Smith, AR	KL Breeden & Sons	Terrell, TX
Coast to Coast Logistics	Flint, MI	Moore Transport	Toledo, OH
Continuum Crude Trans. Svc.	Victoria, TX	Navajo Shippers	Denver, CO
Deep South Industrial Services	Rockmart, GA	R & J Trucking Co.	Boardman, OH
ELS	Goldsboro, NC	SONET Transportation & Logistics	National City, CA
Gaines Express	Hickory, NC	Spring Valley Cartage	Garland, TX
Gouffon Moving & Storage Co.	Knoxville, TN	Super Valu	Richmond, VA
Iloca Services	Aurora, IL	Upstate Niagara Cooperative	Buffalo, NY