



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

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FleetNet

focus

www.fleetnetamerica.com

Tips To Beat Rising Fuel Costs

With rising fuel cost everyone is looking for ways to increase fuel mileage and lower maintenance costs. It is not just fuel that has increased but also tires, oils and fluids just to mention a few. It is now more important than ever to make sure that you have a good PM inspection and service performed on your unit on regularly scheduled intervals. It is important to make sure that your engine is serviced properly as well as the unit has a good visual inspection. Check your engine for possible oil leaks, coolant leaks and inspect all hoses and belts to prevent a costly breakdown repair.



Jimmy Childress

Wheel seals need to be inspected for possible leaks and the axle vents should be checked to make sure they are not clogged with dirt or grease which can cause a wheel seal to start leaking. Tire pressure should be checked regularly and set at the pressure that is recommended by the manufacturer. This will increase tire life and help fuel mileage, not to mention helping to prevent tire failure. A good PM program on a regular schedule cannot be emphasized enough to help reduce maintenance costs and breakdowns, which in return means lower maintenance costs.

If you need assistance in developing a preventive maintenance program, please call our TMcare experts at 1-800-438-8961 x 2550.

Transport & Tow Quote

FleetNet America's Transport & Tow quote program utilizes the largest nationwide network of heavy duty towers to ensure cost containment on a national level. This service handles all the "leg work" associated with finding a qualified tower in the needed area, handles all the administrative work, and payment to the vendor. FleetNet will compile three quotes for each event and present the detailed options to the customer. Once the customer decides which option best fits their needs, FleetNet schedules the vendor and monitors the event to completion. This service is available to customers with no quote fee. Once the event is scheduled, your normal service fee (plus vendor charges) applies.

FleetNet's Transport &



Tow is for non-emergency long distance towing needs. Our Select Towing & Recovery program handles the emergency towing events through vendors with negotiated rates. These vendors also have up-to-date insurance certificates on file with us. To learn more about Transport & Tow, please contact Vendor Relations at 1-888-525-2324. You may also visit our web site at:

www.fleetnetamerica.com/towquote

A Note From Craig Smithey, Vice President Logistics Management, Shaw

In the last year, FleetNet America, Inc's TMcare program has provided maintenance support for scheduled maintenance and emergency roadside events for Shaw, Energy Delivery Services. Since contracting FleetNet to manage equipment, the completion rate for on-time scheduled events, including DOT inspections, PM inspections, FHWA inspections and dielectric services, has dramatically increased.

FleetNet has not limited their services to maintenance alone. They researched and contracted vendors and suppliers for fuel, storage and airboats in Louisiana.

They have excellent research capabilities when we need parts for older equipment. FleetNet has worked with OEMs to get policy consideration and more importantly, update repair procedures for components. Each vendor invoice is audited for clarity, correct pricing and possible warranty



coverage. They also implemented a Disaster Support Vendor Team that accompanies our equipment to areas affected by disaster. This enables our equipment to be serviced on the spot and in route to the storm area thus reducing the effects of down equipment in an emergency situation.

By being a member in the TMcare program, we also receive emergency roadside assistance. The people at FleetNet are very responsive to our needs and insure the work is performed

timely. When we call FleetNet with a problem we know it will be handled and the follow up timely.

I also use their web based reporting system. I am able to get real time updates, electronic files, time frame of next scheduled event and more. This feature has made my day to day operation much more efficient. This makes getting any reports or equipment information accessible in a timely manner.

Craig Smithey



Sales and Marketing Departments Additions

FleetNet America, Inc. is pleased to announce additions to our sales and marketing staff that are a part of FleetNet's continuing focus on reaching and surpassing its growth objectives.



David Penley is FleetNet's new Regional Sales Manager. David comes to FleetNet

from TMT (Transman) Software where he was the Director of Customer Satisfaction and Regional Sales Manager. Prior to joining TMT, David held various

sales management positions with transportation-related companies including Melton Technologies, Qualcomm Incorporated and Old Dominion Freight Line, Inc.

Donna Ritter is FleetNet's new Sales and Marketing Manager. In this newly created role, Donna will manage all of FleetNet's



inside sales personnel and non-national account customer service representatives. Under Donna's leadership, FleetNet expects to increase the number of persons in

both of these positions. Donna has twenty years of successful sales and sales management experience, most recently as the Advertising Manager of The Gaston Gazette in Gastonia,



North Carolina. Mark Bowling will move to the role of Customer Support Rep. from an Inside Sales Rep. In this position, Mark will assist customers with profile instruction updates, report requests, quality control reports, as well as keeping

customers informed about new services offerings.

In the past year with FleetNet, Mark has become a valuable asset assisting new customers with enrollment, service knowledge and information.

If you have changes to your profile or account, please contact Mark at 800-438-8961 ext. 2541 or markb@fleetnetamerica.com.

National account profiles will continue to be handled by Angie Thompson and Mike Hagaman. Other regional sales personnel include Randy Whittaker, Regional Sales Director and David Higgins, Regional Sales Manager.

Corporate Contacts

Oren Summer
President/CEO
Ext. 2501

Gary Cummings
Executive VP/COO
Ext. 2681

Tim Smith
VP of Roadside
Operations
Ext. 2507

Mike Hagaman
VP of National Accounts
Ext. 2504

James Williams
Sr. Director of Vendor
Relations
Ext. 2532

Stephen Crane
Sr. Director of TMCare
Ext. 2639

Randy Whittaker
Regional Sales Director
501-658-5735

Beat 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 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:

- 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.
- E-mail notifications, graphs, and on-line account information.
- 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 the mechanical matter.

Keeping tires properly inflated helps fuel cost, tire wear and driver & public safety.

Do you have the proper preventive maintenance program to extend the life of your tires?

FleetNet America, Inc can handle emergency roadside tire issues, as well as develop a preventive maintenance program to get the most out of your tires.

FleetNet
A M E R I C A

1-800-435-8961
ext. 2550



24/7/365

US & Canada

www.fleetnetamerica.com