FleetNet = *Solution* for Fleet Maintenance *Management* Services

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 cus-

tomer. 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 find-

ings 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 information. 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.

Winter's Coming...
Are You Ready?

We Are!

CSA Looms Ahead

Comprehensive Safety Analysis (CSA) is being implemented by the Federal Motor Carrier Safety Administration (FMCSA) to improve large truck and bus safety and ultimately reduce commerical motor vehicle related crashed, injutires and fatalilies.

According to the U.S. Department of Transportation, a revised schedule of CSA2010 has been given in

order for the launch to be the most effective. As of August, motor carriers can now view their safety assessments organized by the Behavior Analysis and Safety Improvement Category (BASICS) to understand and address safety compliance problems now. To learn more about CSA, visit csa2010.fmcsa.dot.gov.

Fall/Winter 2010
 - SafeStat will be replaced by the Carrier Safety Measurement System (CSMS). CSMS will be available to the public, including shippers and insurance companies.
 - FMCSA/States will prioritize enforcement using the CSMS.
 - FMCSA will begin to issue Warning Letters to carriers with deficient BASICs.
 - Roadside inspectors will use the CSMS results to identify carriers for inspection.

2011
 - Safety Fitness Determination Notice of Proposed Rulemaking (NPRM) is scheduled to be released.
 - Enforcement staff will be trained and new interventions will be implemented State-by-State.

Technology & Maintenance Council's (TMC) 2010 Fall Meeting

The fall meeting of TMC was held Saturday, September 18 through Thursday, September 23 at the Raleigh Convention Center in Raleigh, NC. It was filled with informative meetings on topics that included CSA 2010 and how the rules impact fleet maintenance operations, energy conservation, specialty trucks, on-board vehicle electronics, eco-nomic forecast for trucking, options for trailer disposal, electrical training programs, new stopping distance regs and more. It also included technical skills sessions, study groups and more. FleetNet America was proud to be represented by C. Oren Summer, President and CEO; Gary Cummings, Executive Vice President and COO and James Williams, Senior Director of Vendor Relations.

The purpose of the Technology & Maintenance Council is to improve transport equipment, its maintenance and maintenance management. The Council develops Recommended Engineering and Maintenance Practices that are voluntarily adopted by fleets, OEMs and component suppliers. The Council also conducts industry surveys and promotes the voluntary cooperation among designers and manufacturers of transport equipment and those who specify, purchase, and manage such equipment.

For information on membership, please call TMC at 703-838-1763 or email tmc@trucking.org.

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FleetNet America & Associates Give Back

In today's atmosphere, it is more important than ever to lend a helping hand whenever possible. Many of our associates help out in many ways. Many participate in activities in their churches as well as in their communities. Organizations and activities include Habitat for Humanity, Hospice, Boy Scouts of America, Meals on Wheels, Bugles Across America, raising scholarship money for music academies for under privileged children, MDA (Jerry's Kids) Telethons, volunteer firefighting, coaching youth sport teams, local theaters and more.

As a company, FleetNet

Nathan Jaynes, Director of IT, volunteering for Habitat for Humanity

Local Little League team sponsored by FleetNet

supports the local community by being a part of the Chamber of Commerce, YMCA Sports Sponsor, Local Athletic Teams Sponsor and various other fundraising and charitable organizations.

New Event Category Announced

A large number of FleetNet Roadside customers have instances where they need assistance on a local level with "emergency situations" that are not on the side of the road but on the customer's local yard. FleetNet has a solution for these situations. Beginning October 1, 2010, FleetNet's "Simultaneous Event" category will allow customers to call FleetNet to handle events with all the controls, VMRS coding, payment processing and other functionality that comes with FleetNet's service, but with a lower "per occurrence" fee than "road side" events.

A "Simultaneous Event" is when two or more events are setup within 30 minutes of each other for the same customer location account using the same vendor – both events will be automatically classified as a simultaneous event and receive the designated fee.