

FleetNet Corporate Office 1-800-438-8961 24/7/365

fleetnetamerica.com sales@fleetnetamerica.com



PO Box 970 300 Commerce Drive Cherryville, NC 28021

# FleetNet America's Online Dispatch Request System Benefits

FleetNet America strives to offer flexibility in services and communication providing several ways to notify us of an over-the-road repair. Many customers choose to register a breakdown via our secure web using the Online Dispatch Request form. This form is electronically transmitted to our service center where our mechanically trained coordinators analyze the information and dispatch a qualified vendor. If more information is needed, the customer receives a call for confirmation.

There are several benefits for customers who choose to use With this service. the customized form, customers remain in control of the information provided. Time and communication are reduced due the customer entering to information directly, avoiding information gathering phone calls and increasing information validity. The online form can be completed in an average time of 2 minutes, which is a 50% savings from calling in the Accuracy is also event. improved due to removing multiple data entry steps.

To begin using the Online Dispatch Request Form, contact your Region Sales Manager or call 1-855-836-3912 today.

Fleet	Net	24 Hours a Day / 7 Days a Week United States, Canada & Mexico
The set	America	Lans and Country Lansa (10 410 km
the state of the s	NAME OF ADDRESS OF	
	alah Magazari olis Maariliteta Baala	Fleettiet Americ
Antony Control	)	
Save and New	Resat Form	
		General Information
Terrinal Barne	Ľ	
		*Lassa Information
1 Caller Deher First Name:		W RotLasond C Individual Leave Company Leave
* Caller Driver Lost Rame:	1	
* Caliback Phone		
Colback Phone 2:	##E	Common Characteristic Characte
		Location of Event
Country		
* Blades		
*CR	an bier ne herer tet in state	
	an man of several of the state	
Address		
Location Description.		- 0
To Core		
the const		Event information
in the second		
* tenenuel Ticket PO #		* Rate of Events
*Calenter		* Possider Casterior Fault?
C		Ten fab
* Baruro of Trouble:		* In The Selver With The Solt? * Tax 50
		* In The Unit Louised?
		- The Tele
		Unit Information
Take	A sure a	(demt)
Hinny	Yes as she handles	True
Maker		Baged
Time Mane	8	
	Conversion First	Passenger Side Front
	Drivers than House	Passinger Side Rear
Failed Tate Peoplements	Diversities fleet beer	Passenger Site Aser Cuter
A PRINT OF A A DESCRIPTION OF A DESCRIPT	and the second second second second	Passenger Stite Real local
rand for reactings	Driver's Dille Rearminer	
	Cultaneers Side Real Street	



### CORPORATE CONTACTS

Gary Cummings President/CEO Ext. 2681

Jim Buell Exec. VP of Sales & Marketing Ext. 2273

#### John Wood

Exec. VP of Finance & Administration Ext. 2267

Stephen Crane

VP of TMcare<sup>®</sup> Operations Ext. 2639

#### **Bryan Johnson**

VP of Roadside & IT Operations Ext. 2537

#### Paul Gildenhorn

VP of Customer Solutions Ext. 2582

#### James Williams

Sr. Director of Vendor Relations Ext. 2532



## How Can We Assist You?

Each FleetNet America customer has an Account Manager available for assistance at our corporate headquarters. Please contact your account manager for the following items Monday through Friday from 8am until 5pm at 1-855-836-3912.



Front Row (L-R): Donna Ritter, Cindy Sain, Angie Thompson, Mary Ann Walker, Adrienne McCorkle Back Row (L-R): Cindy Clemmer, Jessica Stroupe, Libby Frank, Mark Bowling, Melissa Singletary, Jill Taylor, Sherry Mason

- Questions or concerns regarding an event
- Changes to your company contacts
- Changes to your event instructions
- Changes to your tire brand preferences
- Changes/additions to your national tire account numbers
- Event activity reports
- Web logins (issuing and navigation)
- Driver/dispatcher cards for calling in events
- Missing invoices
- Unit and/or driver lists to upload

### Ice Bucket Challenge

The FleetNet management team accepted the ALS Ice Bucket Challenge from Judy McReynolds, President and CEO of ArcBest Corporation. Participating in the challenge were: Gary Cummings, President & CEO; Jim Buell, Executive VP of Sales & Marketing; John Wood, Executive VP of Finance & Administration; Bryan Johnson, VP of Roadside & IT Operations; Stephen Crane, VP of TMcare<sup>®</sup>; and James Williams, Senior Director of Vendor Relations. To view the video, please visit our Facebook page at www.facebook.com/fleetnetamerica.



### **New Customers Join FleetNet Family**

FleetNet America administers service for 360,000+ events annually, as well as being responsible for over 1,000,000 pieces of customers' equipment in the TMcare<sup>®</sup> (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.

Accel Logistics Ace Pipe Cleaning Byrne Dairy Corney Transportation D & S Distribution Express Freight George Delallo Way Hy-Vee Dist. Center JTL Carriers Logistics & Dist. Services M & M Cartage Midwest Moving & Storage Grand Prairie, TX Kansas City, MO LaFayette, NY St. Pauls, NC Wooster, OH Aurora, CO Mt. Pleasant, PA Cherokee, IA Franklin, WI Reno, NV Louisville, KY Elk Grove, IL Mile Hi Specialty Foods Palmetto State Transportation Paul Miller Trucking Power Transport Quikrete Soko Transport Spirit Truck Line Tom Hassel United Natural Foods US Transport V.I.M. Recyclers White Glove Holdings

Denver, CO Greenville, SC Spring Grove, PA Memphis, TN Denver, CO Weatherford, TX San Juan, TX Point Pleasant Beach, NJ Aurora, CO Denver, CO Aurora, IL Vero Beach, FL