

FleetNet Corporate Office  
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24/7/365

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## 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 this service. With the customized form, customers remain in control of the information provided. Time and communication are reduced due to the customer entering 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 event. Accuracy is also 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.



## 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®; and James Williams, Senior Director of Vendor Relations. To view the video, please visit our Facebook page at [www.facebook.com/fleetnetamerica](http://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® (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**