

# FleetNet *focus*

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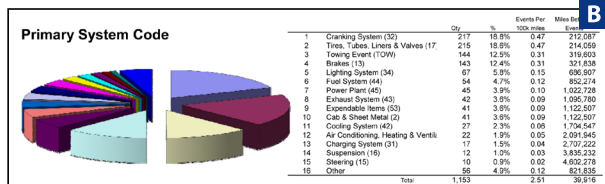
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## FleetNet America Enhances Data for Customers

Business conditions continue to be challenging with many companies looking for an edge. Fleet managers need more and more information to be best-in-class. Capturing data is the first key step. FleetNet has enhanced our customized graphs to help customers make even better decisions to reduce fleet expenses. With customer expectations and industry changes over the last decade, FleetNet continues to change the direction of fleet maintenance to give our customers a competitive edge. Best-in-class fleet managers follow best practices. We have found one best practice is to monitor miles between breakdowns (or breakdowns per mile) (**Example A**). Understanding the frequency of breakdowns by system (VMRS) can help fleet managers identify areas they should investigate to determine a root cause (**Example B**). This allows them to address issues that represent significant cost to their business. By tracking miles per breakdown for primary system code we offer fleet managers an easy metric to use to identify issues they should investigate.

**Mileage Between Events**

	Power Equipment (Details on page 2)			Trailing Equipment (Details on page 3)		
	Miles	Events	Mileage between Events	Miles	Events	Mileage between Events
2012-06	7,854,654	192	2.51	39,868	214	2.80
2012-05	7,325,656	165	2.27	44,130	212	2.89
2012-04	7,966,123	165	2.07	48,280	154	1.93
2012-03	7,833,362	209	2.67	37,480	168	2.14
2012-02	7,854,332	194	2.53	39,455	135	1.78
2012-01	7,888,853	241	3.18	31,458	152	2.00

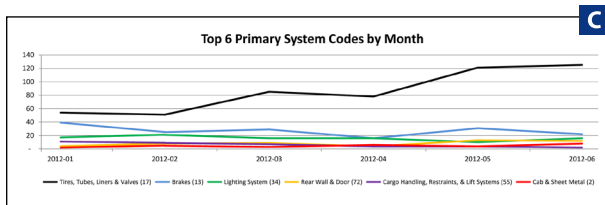


### Other questions fleet managers often ask include:

- What equipment should I buy?
- Will driver training help me?
- Should I make changes to my maintenance program?
- How do I best extend my equipment's life?
- Where can I reduce costs?

With the enhanced graphs, FleetNet can help you reduce emergency roadside events and provide data to help you answer these questions and make even better maintenance decisions.

Other enhancements include tracking the top 6 primary system codes by month (**Example C**) to give fleet managers an easy tool to track trends. Using this graph over time will help fleet managers better understand areas to investigate.



OEM brands of a certain age can really drive up fleet managers' costs. Therefore, we added an easy to read chart (**Example D on page 2**) giving fleet managers a view of breakdown events by OEM and age of fleet. Using your mix of assets, you can use this chart to quickly decide if it would be more cost effective to liquidate a specific range of assets.

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Customers can also delve into subjects like maintenance schedules, purchasing decisions and driver training. With detailed information provided, fleet managers can evaluate if frequency or changes should be made to PMs or DVIRs. Is there a specific brand of equipment that is causing most of the breakdowns or is one more reliable than the others? Analyzing the data and training drivers based on findings can put money on the bottom line. While reviewing the graphs, one fleet manager noticed his drivers were putting fuel in diesel-only vehicles even though the company had a procedure in place to prevent this from happening. With a retraining program, he saved the company thousands of dollars and equipment.

If you would like more information regarding how changes in your breakdowns and the enhanced graphs can increase efficiencies with your maintenance program, please contact your Regional Sales Manager or the Sales department at 1-800-438-8961. ■

## Going Beyond Customer Service

George S. Patton is quoted as saying, "Always do more than is required of you." At FleetNet America, we are proud to state our employees take this to heart and exhibit our core values, **Accountability** and **Ownership**, everyday. Below are a few of the many examples we have of employees going an extra mile to help our customers.

- 1) **Melissa Singletary**, *Inside Sales Account Manager*, had a Roadside customer who desperately needed information for an upcoming DOT audit. Melissa located every PM, write-up, invoice, etc., he needed over a 6-month period and sent them to him.
- 2) **Tracy Hatley**, *TMcare® Fleet Manager*, proactively requested an oil analysis of a truck because of some concerns. The oil analysis revealed the oil was 20% diesel fuel and would have washed out the cylinders and bearings if not detected, thereby saving a \$20,000 engine.
- 3) **Samantha Elmore**, *TMcare® Account Rep*, was notified of a customer's abandoned unit in a small Mississippi town while on the way to provide support for Hurricane Isaac – but the address she was given was not correct. Samantha used creative resources – even enlisting a helpful lady in that town that went out and physically found the missing truck. Samantha had the truck repaired and the customer picked it up on the way back from the storm.
- 4) **Sherry Mason**, *Inside Sales Account Manager*, was asked to assist a Roadside customer with setting up numerous web logins. Sherry sent personalized emails with detailed instructions and an offer of assistance. A person in Montana had trouble logging on and emailed Sherry expressing thanks after her personal assistance. It is worth noting that the customer is not Sherry's assigned responsibility.

We take great pride in our ability to delight our customers and look forward to serving you. If you would like to learn more about our Roadside and TMcare® services, please contact your Regional Sales Manager or the Sales department at 1-800-438-8961. You may also visit us online at [www.fleetnetamerica.com](http://www.fleetnetamerica.com). ■

Power Equipment Events by Make/Model		Unknown	Before 2000	Between 2001 and 2005	Between 2006 and 2010	Between 2011 and newer	Grand Total
1	INT	-	2	54	528	37	621
2	(blank)	253	-	-	-	-	253
3	PTBBL	-	-	-	16	79	95
4	KNWRT	-	-	-	4	49	53
5	STRLG	-	-	30	6	-	36
6	FRGHT	-	9	3	21	2	35
7	MACKX	-	-	-	4	28	32
8	NVSTR	-	3	17	-	-	20
9	VOLVO	-	-	-	18	-	18
10	FORDX	-	-	-	2	-	2
11	OTTST	-	-	2	-	-	2
12	-	-	-	-	-	-	-
13	-	-	-	-	-	-	-
14	-	-	-	-	-	-	-
15	-	-	-	-	-	-	-
16	-	-	-	-	-	-	-
17	-	-	-	-	-	-	-
18	-	-	-	-	-	-	-
19	-	-	-	-	-	-	-
20	-	-	-	-	-	-	-
TOTALS		253	14	106	599	195	1,167

## New Customers Join FleetNet Family

FleetNet America administers service for 350,000+ 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.

**Baldwin Transfer**

**Mobile, AL**

**Ogilvy Action**

**Chicago, IL**

**Brunozzi Transfer**

**Vineland, NJ**

**Omnisource Transport**

**Fort Wayne, IN**

**Con-Way Truckload**

**Joplin, MO**

**P & S Transportation**

**Ensley, AL**

**CTW Transport**

**Peabody, MA**

**PRC Industries Inc.**

**St. James, NY**

**Dedicated Transport**

**Cleveland, OH**

**Pure Energy Services**

**Englewood, CO**

**Evolution Transport**

**Houston, TX**

**Reser's Fine Foods**

**Beaverton, OR**

**First Baptist Church**

**Concord, TN**

**Robinson Pipe Cleaning Co.**

**Pittsburgh, PA**

**Great Lakes Petroleum**

**Charlotte, NC**

**Sage Collective**

**New Berlin, WI**

**H.T. Hackney**

**Opp, AL**

**Southwest Assets Mgmt. Corp.**

**San Diego, CA**

**J.L. Rothrack**

**Greensboro, NC**

**D & T Trucking**

**Weatherford, TX**

**Las Vegas LA Express**

**Ontario, CA**

**TCSI - Transland**

**Strafford, MO**

**May Trucking**

**Salem, OR**

**Transport National**

**Oak Creek, WI**

**Metropolitan Trucking, Inc.**

**Bloomsburg, PA**