



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

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FleetNet

focus

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FleetNet: Expertise and Best-In-Class Maintenance Solution

FleetNet America announces the recent hiring of Evans "Rocky" Carroll, Jr. as the newest TMcare Fleet Manager. Rocky joins FleetNet's best-in-class maintenance team with over 34 years experience in the maintenance industry working for companies including Carolina Freight, Waste Management of the Carolinas and Sterling Equipment. Honored with several Maintenance Employee of the Year and other Distinguished Service Awards, Rocky is highly trained in rebuilding Cummins, Mack, Cat and Detroit engines along with Allison transmissions, alternators, starters, etc.

FleetNet's TMcare division specializes in managing maintenance

programs for fleets using third party vendors thus able to provide maintenance services in any city or crossroads in North America. Rocky joins a dynamic team of TMcare Fleet Managers with an average of 30 years experience in the industry.

Jimmy Childress - has been in the trucking industry since 1969 beginning his career as a technician. Over the next 38 years, he worked in all areas of the maintenance industry with companies such as Freightliner, Consolidated Diesel, and Volvo GMC. Jimmy has also served as the Chairman and President for the North Carolina Trucking Association Maintenance Council of which he has been a member

since 1973.

Daryle Shuford - has been in the maintenance and trucking arena for over 24 years, holding positions from tire technician to director of maintenance. His tenure includes positions at Overnite Transportation, Volvo Trucks North America, Logistics Leasing, and Primms. Daryle has received such awards as the Craftsman Award, Achievement in Diesel Troubleshooting, as well as several maintenance certifications during his career.

Tracy Hatley - joined FleetNet with over 24 years experience in the workings of the transportation industry including maintenance, operations and safety with companies such as

Vehicare, Cardinal Logistics, and Overnite Transportation. He is fluent in basic electrical, brake, air systems, body/cab, A/C, electronic engine diagnosis, and tire recapping.

FleetNet's Corporate Trainer, **Ronnie Moss**, also has over 33 years maintenance experience. He started his career as a mechanic with Carolina Freight, however, moved into management positions with such companies as Freightliner TMP, American Freightways, Holland Atlantic Hitch, FedEx Freight, and Mail Contractor of America. Ronnie is an expert at rebuilding transmissions, rear end and engines.

FleetNet America Announces CSA Solutions

FleetNet America is pleased to announce a cost effective solution to a common problem that will become even more frequent with the full implementation of CSA. Many FleetNet customers utilize our emergency roadside services (Emergency Roadside) and also have instances where they need 'immediate' assistance on a local level at their facility or a drop yard.

FleetNet now offers Simultaneous Events which allows customers to call FleetNet to dispatch, follow-up and pay 3rd party mechanical vendors to handle multiple on-site events

with all the specific customer accountability controls, VMRS coding, payment processing and other FleetNet functionality that comes with our services at a lower "per occurrence" fee than typical emergency roadside events because of the dispatching of a single vendor for more than one repair performed at the same time. "Simultaneous Events" takes advantage of FleetNet's best in class handling of emergency roadside events to handle immediate on-site mechanical repairs to enable equipment to get repaired before getting on the road.

"Simultaneous Events" is a great

cost savings solution for companies with facilities that do not have dedicated shops or mechanical personnel.

Necessary repairs that are not addressed before getting on the road will obviously cause concern for DOT inspections under the CSA regulations. FleetNet is committed to handling equipment maintenance requirements in a highly customized manner, based on the specific desires of our customers to enable the customer to continue to be fully compliant with CSA requirements.

Another entirely different remedy to meeting the CSA requirements is FleetNet's TMcare pro-

gram - the optimum solution for positive, on-site DOT inspection adherence. Customers have 24/7 online access to unit history files, inclusive of the 3rd party vendors invoices and full accountability of PM and FHWA compliance. TMcare is an extension of a company's fleet maintenance program and manages the fleet according to the customer's specifications and current laws thus becoming a true partner in managing their fleet maintenance needs and keeping their equipment fully compliant.

VP of Sales & Marketing Named

Jarrett G. Gokey has been named VP of Sales & Marketing of FleetNet America. Jarrett joins FleetNet with over 20 years of sales and sales management experience in varied commercial and industrial OEM market segments, retail/building trade markets, automotive/commercial trucking, technology driven markets and government sales. As VP

of Sales & Marketing, Jarrett is responsible for planning, development and implementation of all the organization's sales and marketing strategies, as well as facilitating growth and goal attainment of new and existing accounts while maintaining and improving customer satisfaction levels.

Winter Ready Tips

In the winter months, it is important that starting systems be serviced and checked regularly.

Batteries should be cleaned and checked to ensure they will maintain the proper charge.

Battery cables and connections should be inspected to ensure they are tight and free of corrosion.



Corporate Contacts

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Text Message Notification Now Available

FleetNet is enhancing its existing roadside repair and maintenance services with SMS status alerts and the location of the mobile caller delivered via TechnoCom Location Platform™. When FleetNet receives calls for assistance and dispatches the appropriate service provider, we will use the LocationSmart™ messaging capabilities offered through TechnoCom's cross-carrier web services platform to alert the caller to the estimated time of arrival for the service provider. Introduction of TechnoCom's comprehensive location and messaging capabilities further enhances FleetNet's exceptional customer service.

TechnoCom's enterprise platform provides nationwide location and messaging cover-

age and is quickly integrated into FleetNet's dispatch workflow for improved operational efficiencies. Once deployed, customers who opt-in to



receive this type of status notification will instantly receive an SMS with details of when the service provider will arrive on location.

"Improving customer loyalty through mobile messaging communications supports the FleetNet mission of thorough

communication of all roadside events", says Masoud Motamedi, president of TechnoCom. "By integrating with TechnoCom's comprehensive platform, FleetNet can start connecting with its customers immediately.

"FleetNet is focused on bringing additional value to the services we offer by continuing to expand our use of technology. Numerous customers receive immediate notification via email when our breakdown service is utilized. Now this service also enables us to send text messages to SMS-enabled cell phones with many major cellular providers that allows the drivers immediate notification as well," says Gary Cummings, Executive VP and COO of FleetNet America.



Handling Profile Changes?

If things have changed recently in your company: personnel, equipment, phone numbers, address, etc. please let us know. We want to make sure we handle your equipment and events the way you desire. An updated customer profile with instructions helps us to do just that.

Contacts to update instructions to your personalized customer profile:

1-800-438-8961

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