



Welcome
To
Fleet Roadside Assistance (FRA)

On behalf of us all at Master Fleet National, we would like to thank you for choosing our Nationwide **Fleet Roadside Assistance (FRA)** service. The smart solution for your over-the-road breakdowns. We take pride in providing our customers the very best possible service and strive to fully understand your needs and expectations with one goal in mind.....**getting you back on the road.**

In order to on-board our new **FRA** customers as efficiently as possible we request that the **New Customer Documents** be completed and returned as quickly as possible. We have included an example of a **Pre-Start Time Table** to provide you with a better understanding of the on-boarding process and the length of time it typically requires.

Example - Pre-Start Time Table:

<p><u>Start Date:</u></p> <p><u>FRA Team - Conference Call #2:</u> Final call / test date scheduled, 1 week prior to start date.</p> <p><u>FRA Team - Conference Call #1:</u> call to review <u>New Customer Documents</u>, 2 weeks prior to start state.</p> <p><u>New Customer Documents</u> completed and returned, 3 weeks prior to Start Date. Anticipated Start Date Established</p>



The following **New Customer Documents** are required to be completed and returned.

- Page 1-3 New Customer Profile /Agreement
- Page 4-5 Alert Request Form, CIS Technology, Call Options
- Page 6 New Customer Terms Acknowledgement
- Page 7 Acceptance of Agreement / Special Instructions



New Customer Profile /Agreement

Company Name: _____ Customer Code: _____

Physical Address: _____

Mailing Address: _____

Billing Address: _____

City/State/ZipCode: _____

Phone Number: _____ Fax Number: _____

Company Email Address: _____

Point of contact (if 24 hr coverage list POC'S for each shift) and preferred way to contact:

Name _____ Direct # _____ Cell # _____ Email: _____

Name _____ Direct # _____ Cell # _____ Email: _____

Name _____ Direct # _____ Cell # _____ Email: _____

Accounts Payable contact:

Name _____ Direct Number _____ Email: _____

Controller or CFO contact:

Name _____ Direct Number _____ Email: _____

Requested date for start-up: _____

24/7 Coverage: Yes ___ No ___ Over-Flow Calls: Yes ___ No ___ Other: Yes ___ No ___ Explain: _____

What is your average breakdown calls per month (PO's issued) _____

Number of Tractors: _____ Trailers: _____

Do you have multiple terminals? Yes ___ No ___ **NOTE:** If YES, please provide a list for our profile.

Preauthorized limit for repairs:\$ _____

Master Fleet's Nationwide **Fleet Roadside Assistance (FRA)** pricing:\$ _____

(NOTE: Any service fees assessed for required payment method (ie, Credit Card, ComChek) to vendor are pass through costs to the customer.)

NOTE:

Due to the service Master Fleet LLC offers by having up-front payment to our vendors, we require a 15 day term on all FRA sales transactions. Please refer to the New Customer Terms Acknowledgement letter.



Equipment:

Please e-mail equipment list (unit numbers, year, make model, vehicle id numbers) to jasonc@master-fleet.com

Equipment covered under warranty: Yes _____ No _____ (Please Include these units on a separate list if necessary)

Types or trailers:

Dry Van: _____ Reefer: _____ Reefer Unit Make and Model: _____

Flat Bed: _____ Step Deck: _____ Bulk Tank: _____ Pneumatics: _____ OTHER: _____

Special circumstances when customer wants to be contacted, towing, accident, etc.: _____

Vendor Information:

Preferred Vendors: Yes _____ No _____ if yes, have customer email list to jasonc@master-fleet.com

Direct bill vendors: Yes _____ No _____ if yes, have customer email list to jasonc@master-fleet.com

Does customer require Master Fleet to pay all vendor repairs when work is completed? Yes _____ No _____

Does customer provide and require PO numbers on each invoice? Yes _____ No _____

List the process to obtain the PO number: _____

Breakdown Communication

Example of questions we ask at time of breakdown: (Please list any questions/information not listed that you would like us to ask/retrieve)

Drivers Name- Cell Number- Load Number- Load Weight - Is unit drivable- Tractor associated with trailer- Tire size (If tire breakdown)

List here: _____



National Tire Accounts:

Goodyear: Account Number: _____

Steer Tire: 1st choice: _____ 2nd Choice _____

Drive Tire: 1st choice: _____ 2nd Choice _____

Trailer Tire: 1st choice: _____ 2nd Choice _____

Bridgestone/ Bandag: Account Number: _____

Steer Tire: 1st choice: _____ 2nd Choice _____

Drive Tire: 1st choice: _____ 2nd Choice _____

Trailer Tire: 1st choice: _____ 2nd Choice _____

Michelin: Account Number: _____

Steer Tire: 1st choice: _____ 2nd Choice _____

Drive Tire: 1st choice: _____ 2nd Choice _____

Trailer Tire: 1st choice: _____ 2nd Choice _____

Yokohama: Account Number: _____

Steer Tire: 1st choice: _____ 2nd Choice _____

Drive Tire: 1st choice: _____ 2nd Choice _____

Trailer Tire: 1st choice: _____ 2nd Choice _____

Other: Account Number: _____

Steer Tire: 1st choice: _____ 2nd Choice _____

Drive Tire: 1st choice: _____ 2nd Choice _____

Trailer Tire: 1st choice: _____ 2nd Choice _____



Alert Request Form

Distribution emails are preferred if multiple email accounts are requested by customer.

Breakdown Alerts

Full Name: _____
Last First Email

Full Name: _____
Last First Email

Invoicing Alerts

Full Name: _____
Last First Email

Full Name: _____
Last First Email

PO Alerts

Full Name: _____
Last First Email

Full Name: _____
Last First Email

Monthly Reports

Full Name: _____
Last First Email

Full Name: _____
Last First Email



Customer Information System (CIS) Technology

In order to access the **CIS** (Customer Information Systems) portal you will be provided with a username and password. This information will be emailed to the main point of contact for this account.

Disclaimer:

Master Fleet's standard TMT invoice integration is an XML based file that is fully compatible with TMW Systems import tool. Master Fleet will provide such file within 24 hours of invoices being closed. Customer is responsible with importing such file into their system. A sample file can be provided to be certain your system will be compatible.

Any type of custom integration will require direct contact between Master Fleet's IT Department and customer to provide more detailed information.

Meter Reading integration is required if using Master Fleets PM Scheduling Program.

Call Options

Option #1:

Customer driver or dispatch calls into the Master Fleet National toll free number,
1-888-370-1780

Cost: \$ No charge

Option #2:

Customer can choose to purchase a personalized answering program. This program includes either a Land Line or Toll free number. It also offers you the ability to submit your dialogue for our technicians to use when answering your calls. Example: ***Thank you for calling Customer name breakdown service, how may we help you today?***

Cost: \$1.00 per call (this will be added to your rate)

Note: Due to the phone carrier's limitation, this offer is only good for accounts with a (100) or more call volume per month.



New Customer Terms Acknowledgement

Company Name: _____

Dear Financial Officer:

On behalf of everyone at Master Fleet National, we would like to thank you for choosing to do business with us and welcome you as a new customer. We take pride in providing our customers the best possible service.

At this time, we want to make you familiar with our payment terms for our Fleet Roadside Assistance (FRA) division. Due to the nature of our business model with FRA paying for repairs up front, payment is due in Net 15 days from our invoice date. Overall average days to pay must remain reasonably close to the Net 15 days to keep your current pricing level. If actual payment terms exceed Net 15 days over an extended period of time, this could lead to an incremental price increase based on days to pay calculations.

We will need signed acceptance by your Financial Officer agreeing to our terms. This is mandatory before we can set you up as a customer.

(Authorized Financial Officer)

(Date)

If you have any questions, please feel free to contact me during our business hours of 7:00am and 4:00pm at 920-347-1832 or via email at gyates@master-fleet.com. Thank you for choosing Master Fleet National. We look forward to working with you.

Kind Regards,

Gineene Yates
Accounting



Acceptance of Agreement / Special Instructions

Acceptance of Agreement

By signing below we acknowledge and accept the agreed upon pricing and terms stated within.

Company Representative: _____

Signature: _____

Title: _____

Date: _____

Master Fleet Representative: _____

Signature: _____

Title: _____

Date: _____

Special Instructions:
