



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 onboard 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 onboarding process and the length of time it typically requires.

Example - Pre-Start Time Table:

Start Date:

FRA Team - Conference Call #2: Final call / test date scheduled, 1 week prior to start date.

FRA Team - Conference Call #1: call to review **New Customer Documents**, 2 weeks prior to start state.

New Customer Documents completed and returned, 3 weeks prior to Start Date.
Anticipated Start Date Established



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

- New Customer Profile /Agreement
- Alert Request Form, CIS Technology, CallOptions
- New Customer Terms Acknowledgement
- Acceptance of Agreement / Special Instructions



New Customer Profile /Agreement

Company Name: _____ Customer Code (Internal Use): _____

Physical Address: _____

Mailing Address: _____

Billing Address: _____

City/State/Zip Code: _____ Phone 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 # of breakdown calls per month (PO's issued) _____

Number of Tractors: _____ Trailers: _____ Other: _____

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

Preauthorized limit for repairs: (Minimum \$750) \$ _____

Master Fleet's Nationwide **Fleet Roadside Assistance (FRA)** pricing: \$ 65/Incident

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

Due to the service Master Fleet National offers by having up-front payment to our vendors, we require 15 day terms on all FRA sales transactions. MFN's goal is to bill our customers within 72 hours and all vendor invoices will be made available as soon as received. Please refer to the New Customer Terms Acknowledgement letter.



Equipment:

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

	Unit #	Type	Year	Make	Model	Engine	Vin	Color	License #
Example	123	Tractor	2016	Freighliner	Cascadia	DD15	123456789	White	FRT123

Types or trailers:

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

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

Do you need to be contacted when there is a Tow? Yes ___ No ___ Accident ? Yes ___ No ___

Vendor Information :

Preferred Vendors: Yes ___ No ___ if yes, have customer email list to FRALeads@mfnatl.com

Direct bill vendors: Yes ___ No ___ if yes, have customer email list to FRALeads@mfnatl.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 ___

*If a PO is required, a PO Request will be emailed to you the day after an incident is closed. Please reply to the request with the appropriate PO.

Breakdown Communication

Information we document from the driver: **Drivers Name- Cell Number- Load Number- Load Weight - Is unit drivable- Tractor associated with trailer- Tire size (If tire breakdown)**

Alert Request Form

Breakdown Alerts

Group Email:

Invoicing Alerts

Group Email:

PO Alerts

Group Email:

Monthly Reports

Name:	Last:	First:	Email:
	Last:	First:	Email:



Tire Preferences – If you have National tire accounts please list below, otherwise we will use our national tire account.

<u>Tire Position</u>	Choice	Brand	Model
Steer			
	1		
	2		
	3		
Drive			
	1		
	2		
	3		
Trailer			
	1		
	2		
	3		
National Account	Account #		
Goodyear			
Michelin			
Bridgestone/Bandag:			
Yokohama			
Other			



Customer Information System (CIS) Technology

In order to access the **CIS** (Customer Information System) 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 National’s IT Department and customer to provide more detailed information.

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

Call Solution

Customers will have a personalized answering program. This program includes a direct dial number unique to your business. It also offers your drivers and team a more personalized greeting of:
Thank you for calling Customer name breakdown service, how may we help you today?

Master Fleet National Points of Contact

Master Fleet National Points of Contact			
	Name	Phone	Email
Account Manager	TBD	920-347-TBD	TBD
Accounts Receivable	Kari Dunst	920-347-1832	kdunst@mfnatl.com
FRA Team		920-347-TBD	fra@mfnatl.com
FRA Supervisor Group		920-347-TBD	fraleads@mfnatl.com
FRA Team Manager	Jason Chaplin	920-347-3514	jasonc@mfnatl.com
Sales Manager	Derrick Washington	920-347-1817	dWASHINGTON@mfnatl.com



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 in many cases, payment is due in Net 15 days from our invoice date. 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 or a cancellation of service.

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 Signature

Printed Name

Date

If you have any questions, please feel free to contact me during our business hours of 7:00am and 4:00pm at 920-347-3520 or via email at dWASHINGTON@mfnatl.com. Thank you for choosing Master Fleet National. We look forward to working with you.

Kind Regards,

Derrick Washington
President – Master Fleet National



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 National Representative : _____

Signature: _____

Title: _____

Date: _____
