

## Fleet Administration Services

PHH Arval offers a customized relationship in which you shift the fleet management administrative functions from your company to ours. As your strategic partner, PHH provides expert consultation to help you reduce total fleet costs, develop sound fleet policies, and manage as much of your day-to-day fleet management responsibility as you need. We work with you to design the outsourcing solution that meets your specific fleet and business objectives.

### You retain control while outsourcing fleet operations

PHH dedicates specialized resources to efficiently support your organization and your vehicle drivers. Flexibility is the key: some companies outsource their entire operation, some outsource parts of it, and others do everything themselves. We work with you to determine the best outsourcing solution, based on your unique needs and preferences.

### Three-team approach

PHH's approach to outsourcing is unique in that we recognize that different elements of your fleet program require a different level of service delivery. That's why we leverage our fleet expertise by establishing three distinct service teams, linked by an online policy so every aspect of your fleet is managed consistently in accordance with your overall policy guidelines.

**Consultative Customer Service Team.** Your Account Executive and Account Consultant lead your customer service team in managing the performance of your fleet, monitoring costs, identifying opportunities for savings, developing new solutions, and providing policy consultation. They work with you to outline strategic initiatives, develop action plans, recommend fleet policies that make sense for your company, and put in place measures to track progress.

**Driver Response Team.** Your drivers call a toll-free number to get answers to questions concerning vehicle titles, tags, registrations, delivery status, parking tickets, policy, lost or stolen service cards, driver-paid option prices and billing, and employee resale programs.

**Service Center.** This team administers your vehicle selector and acquisition process, including all vehicle selector communications with your drivers. They keep the system database current with inventory updates, driver updates, and billing location changes, and process all incoming and outgoing mail.

### Key differentiators

**Consultative approach**  
PHH account managers know your business and its overall goals, and provide expert consultation to reduce your fleet costs and operate at peak performance

**Unique three-team approach**  
We support your fleet in every way, from strategic initiatives to driver calls and streamlined administration

**Rally to Results<sup>SM</sup> continuous improvement**  
PHH's R2R program is our proprietary Six-Sigma based methodology focused on achieving continuous process improvement in ways that are visible, measurable, and meaningful to you. It tracks performance on more than 50 key metrics important to your fleet and ensure the highest level of customer service to you and your drivers

For more information, please visit us at [www.phharval.com](http://www.phharval.com) or call 800 ONLY PHH.

The **art** and **science** of fleet management<sup>SM</sup>