

Networkfleet® Best Practices

A Guide for Maximizing Financial and Environmental
ROI with Networkfleet

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Introduction

Our most successful customers take the time to develop an internal deployment plan when coming onboard with our solution - Networkfleet. They Identify what they will focus on first, and what they expect to master in the first few weeks. Best Practices include:

- ✓ Before working with the software, begin selecting the people that will interact with Networkfleet.
- ✓ Identify subject matter experts/users of the system like fleet managers and maintenance technicians.
- ✓ Assign an advanced administrator to become an expert in Networkfleet and monitor the users.

In this manual you will find detailed descriptions of Networkfleet's useful reports and how they can best be implemented into your daily fleet management practices. We have polled many customers that have shared their success stories with us in order to compile this manual for your benefit. We look forward to hearing any of your input or success stories as well. Please feel free to email this information to suggestions@networkcar.com.

Reduced Fuel Consumption

1. Unauthorized Usage

Description

In many industries employees take their vehicles home at night and/or on weekends. This practice allows the employees to start the next workday directly from their homes and proceed to their first work order. Most companies have policies stating that company owned vehicles are to be utilized only for work related purposes. However, because the vehicles are in the control of the employees, there is little organizational control over how the vehicles are actually utilized which often leads to unauthorized use.

Even for businesses that do not allow employees to take the company vehicles home, employees will often use vehicles in an unauthorized fashion during business hours.

While personal use of company vehicles has long been problematic for many fleets, with gasoline and diesel prices well above \$3.00/gallon, controlling the unauthorized usage of company vehicles becomes paramount. Not only is fuel cost an issue, but increased engine wear and tear is incurred and additional driving means additional liability from driving related claims.

Goal

The goal is to minimize or eliminate unauthorized usage without having to change effective business practices.

Best Practice

Networkfleet offers three reports that can help you measure unauthorized usage:

- With Networkfleet's Odd Hours Report fleet managers can identify vehicles that are being used during unauthorized hours – weekends, after work hours, etc. The report allows fleet managers to enter a “Violation Window” and the date range and the report will identify any vehicles that were in violation, along with the first and last time they operated in that window, their speed and locations.

Odd Hours Report

Report Overview	
Violation Window	10:00 PM - 05:00 AM
Report Time Period	06/16/2004 - 06/18/2005
Selected Vehicle	All Vehicles
Export Data Export this data to a Microsoft Excel spreadsheet.	
Printer Friendly View report in a printable form.	

This report was created on: 04/29/04 09:49 AM

Select Date Range and Violation Window

View First and Last Location in Violation Window

Odd Hours Report for Service 254:				
Tuesday, June 16, 2005				
	Time	Location Address	Map Plot	View Detail
Violation begin time:	06/16/05 04:08 AM	12th St San Diego Co, CA 92020 US		
Violation end time:	06/16/05 04:59 AM	Vanguard Blvd San Diego Co, CA 92058 US		

Odd Hours Report for Service 314:				
Wednesday, June 17, 2005				
	Time	Location Address	Map Plot	View Detail
Violation begin time:	06/17/05 10:05 PM	Main St San Diego Co, CA 92021 US		
Violation end time:	06/17/05 04:44 AM	Washicko Ave San Diego Co, CA 92058 US		

- With Networkfleet's Geofence Violation Report, fleet managers can easily monitor vehicle movement into and/or out of a user-defined radial geographic area (Geofence). This report provides a history that details when a vehicle entered or exited a Geofence and the duration of time spent within the specified area.

Geofence Violation Report

Report Overview

Detail Report for Geofence: WAREHOUSE (Building D)	
Geofence Coordinates	32.81484 / -117.12213
Geofence Radius	3.33 miles
Report Type	Inclusion
Violation Window	12:00 am - 11:59 pm
Report Time Period	06/15/05 12:00 AM - 06/16/05 12:00 AM
Number of Vehicles that Violated the Geofence	7
Total Geofence Violations	129
Report Run Date/Time	07/01/05 12:35 PM
Export Data	Export this report data to a Microsoft Excel spreadsheet.
Printer Friendly	View this report in a printable format.

This report was created on: 07/01/05 12:35 PM.

Set report for Inclusion or Exclusion

Select geofence and time parameters for specific violation data.

Scan report for which vehicles violated the Geofence as well as duration of a violation.

Visit #	Vehicle Label	VIN	Event Start Time	Event End Time	Duration
1	SERVICE 457	6LPZLSUE34K024653	06/15/05 04:07 AM	06/15/05 04:13 AM	6 Minutes
2	SERVICE 378	8JCM060X78D116442	06/15/05 04:31 AM	06/15/05 04:33 AM	2 Minutes
3	SERVICE 482	1KJHK4A38HF64854	06/15/05 05:25 AM	06/15/05 05:37 PM	12 Minutes
4	SERVICE 439	7GTR5WAK6LU31663	06/15/05 12:59 PM	06/16/05 01:18 PM	19 Minutes
5	SERVICE 452	3FGFE2LL2PQ46521	06/15/05 07:18 PM	06/16/05 07:20 PM	2 Minutes

- Networkfleet's Landmark Report (by Vehicle), allows fleet managers to easily monitor vehicle visits to specified landmarks. This report provides a history that details which landmarks a particular vehicle serviced or visited and the duration of each visit. It is often used to document vehicle stops at various locations such as a residence, customer site, facility or city office. The duration of the stop is color-coded for ease-of-use.

Landmark Report - By Vehicle

Report Overview

Vehicle	SERVICE 457 (VIN: 6LPZLSUE34K024653)
Total Landmark Visits	5
Report Run Date/Time	06/29/05 03:53 AM
Report Time Period	06/01/05 12:00 AM - 06/08/05 12:00 AM
Export Data	Export this report data to a Microsoft Excel spreadsheet.
Printer Friendly	View this report in a printable format.

This report was created on: 06/29/05 03:53 AM.

Select vehicle and time parameters for specific landmark data.

Scan report for arrival and departure time as well as the duration of a visit.

View the visited landmarks by name and type.

Click here to view a map of ALL landmark visits:

Visit #	Entry Time (approx)	Exit Time (approx)	Visit Duration	Landmark Name	Landmark Type	Map Plot
1	06/03/05 06:20 PM	06/03/05 06:23 PM	3 Minutes	Yard A	WAREHOUSE	
2	06/04/05 10:51 AM	06/04/05 11:55 AM	1 Hour 4 Minutes	HQ	BUILDING	
3	06/04/05 05:24 PM	06/04/05 05:56 PM	32 Minutes	Yard A	WAREHOUSE	
4	06/04/05 06:00 PM	06/04/05 06:37 PM	37 Minutes	Cust # 2981	CUSTOMER	
5	06/04/05 07:49 PM	06/04/05 08:03 PM	14 Minutes	Service Station	GAS	

Legend

Green	Stops < 15 min
Yellow	Stops >= 15 min and < 60 min
Red	Stops >= 60 min

Green: Stops < 15 min

Yellow: Stops >= 15 min and < 60 min

Red: Stops >= 60 min

A Best Practice process to follow in order to track and control unauthorized usage is as follows:

- After logging into Networkfleet, click into the Reports area of the website and then on Schedule a Report
- Schedule the Odd Hours Report daily or weekly based on your business needs
- Review Odd Hours Reports as they arrive in your inbox
- Note unauthorized usage and take appropriate action

The process to follow in order to track and control unauthorized vehicle use during business hours is as follows:

- Determine specific locations your employees are not allowed to go during work hours
- Log into Networkfleet, click on Administration
- Go to Configure Landmarks or Configure Geofence (depending on which is more appropriate)
- Create New Landmarks/Geofences for unauthorized locations
- Click on Reports tab, then on Schedule a Report
- Schedule the Geofence Violation Report or Landmark Report daily or weekly
- Review reports as they arrive in your inbox
- Note unauthorized stops during business hours and take appropriate action

2. Improved Routing

Description

For many businesses, each day is filled with challenges and obstacles. Work orders change, new priorities arise, field personnel finish early or fall behind, high value customers call wanting immediate service, etc. Flexibility is the key to remaining successful. Knowing the real-time location of all your assets will allow you to more efficiently move those vehicles to the next job. Even a small percentage of routing improvements can have a significant positive impact on fuel expenses.

Goal

The goal is to decrease the total miles traveled by your fleet by more efficiently routing the fleet.

Best Practice

Networkfleet provides several options to help reduce miles traveled through more efficient routing. The process you can follow may entail some or all of the following steps:

- After logging into Networkfleet, click on left tab for Fleet Map.
- You will see a comprehensive map of all your current vehicle locations and their status. This map may be moved or zoomed to see more detail.
- In many cases, this visual depiction of current locations and status will be enough to determine the closest or best vehicle to utilize for the next job.
- If the Fleet Map is enough information, and you want to then route a specific vehicle to the next job, Networkfleet can also get you driving directions:
 - After determining which vehicle should be routed, click the tab called Fleet Vehicles List.
 - Click on the vehicle you have chosen and a map with that vehicle's location will come up.
 - Directly above the map click "Get directions from this location."
 - A new screen will appear with the current location already populated in the Starting Address section. Fill in the destination Address to get routing directions.

If a simple fleet map view is not sufficient to determine which vehicle to route to certain locations, you may choose to utilize our Closest Vehicle feature:

- From virtually any Networkfleet page, find the "Closest Vehicle To" function on the left side toward the bottom.
- Choose "Address" from the drop down and click Go.
- Enter the address of the next job location and click Submit.
- A screen will appear with your fleet vehicles and their distance from the job site.
- Choose the vehicle you want to send to that job and a screen will appear detailing directions from the vehicle's current location to the job site.

In order to track your weekly mileage to assure that your total miles traveled are dropping due to these efforts, a Best Practice is to do the following:

- After logging into Networkfleet, click into the Reports area of Networkfleet, then on Schedule a Report.
- Schedule the Drive Time Summary Report for weekly delivery.
- Review the Drive Time Summary Reports as they arrive in your inbox.
- Note the weekly mileage and trends over time.
- If mileage increases, train dispatchers on the processes above.

3. Driver Behavior – Speed and Idle Time

Description

Improving your fleet's speed and idling profile is one of the easiest ways to positively affect your business. Speeding ultimately can increase your insurance premiums because your drivers are more likely to get into accidents and receive moving violations if partaking in such behavior. Speeding also has a dramatic effect on MPG. *Fleet Owner Magazine* states that a 10% increase in MPG is possible by slowing from 70 MPH to 60 MPH. Edmunds.com believes a 12% increase in MPG may be gained by slowing from 75 MPH to 65 MPH. If you are able to enforce a reduction of 10 MPH across your fleet, you will realize approximately a 10% - 12% reduction in your total fuel cost. This is the equivalent of purchasing all your fuel for \$.30 less per gallon.

Idling also significantly affects MPG– because the engine is running but the vehicle isn't moving. Estimates differ, but research and our polls show that fuel usage may be reduced up to 15% if idling is significantly reduced.

Goal

The goal is to improve driver behavior and reduce speeding and idle time.


Best Practice

The [Speed Violation Report](#) shown below is the best way to track whether your drivers are speeding.

Report Overview

Violation Threshold	55 mph
Total Violations	8 violations
Report Time Period	02/24/04 11:11 AM - 02/25/04 11:11 AM
Selected Vehicle	ALL VEHICLES
Export Data	Export this report data to a Microsoft Excel spreadsheet.
Printer Friendly	View this report in a printable format.









Fleet Speed Violations Report



1 Enter Date Range and Speed Threshold

There were 79 speeds in excess of 65mph recorded between 02/24/04 11:11 AM and 02/25/04 11:11 AM.

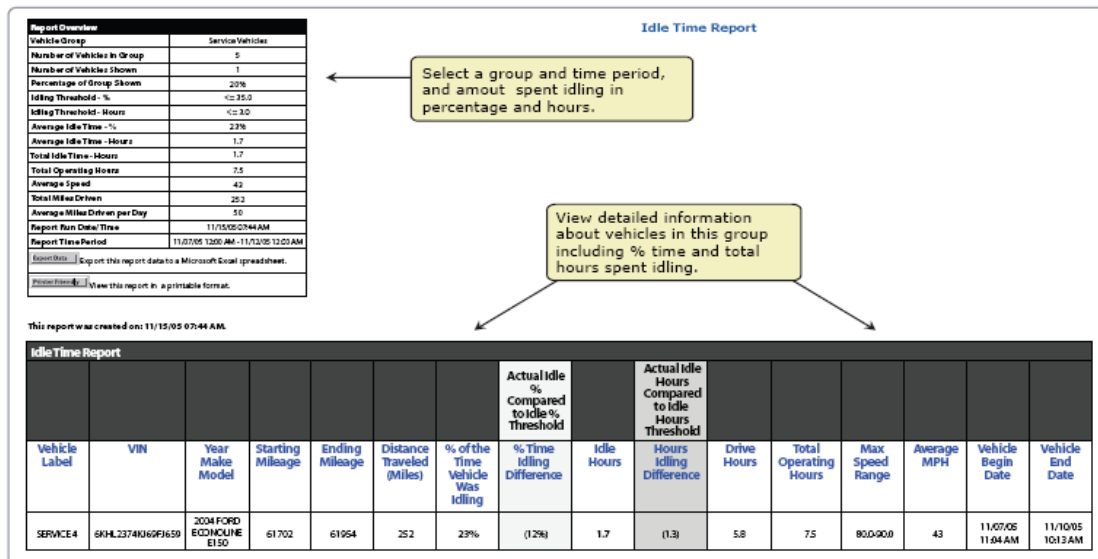
Tuesday, February 24, 2004

Vehicle Label	Violation Time	Speed	Location	Map Plot
SERVICE 254	11:11 AM	77	32,9096/-117,2272	
SERVICE 254	11:13 AM	75	32,9096/-117,2414	
SERVICE 376	11:16 AM	79	32,9096/-117,2272	
SERVICE 254	11:17 AM	79	33,0368/-117,2817	
SERVICE 254	11:20 AM	77	33,1702/-117,3460	
SERVICE 254	11:21 AM	80	33,0741/-117,2917	
SERVICE 254	11:23 AM	79		
SERVICE 376	11:25 AM	73		

2 Scan report for particular driver violations

3 Click link to view map of speed violation

The Idle Time Report shown below is the best way to track how much your drivers are idling.



A Best Practice for lowering your fleet's average speed and idle time is a "carrot and stick" approach. Drivers are rewarded for behavior that conforms to company goals and punished for behavior that hampers company goals. The Best Practice process may entail something similar to the steps below:

- Prepare a formal driver behavior plan around speeding and idling that sets goals.
 - An example goal may be that the company wants less than 10 events per week where a vehicle was traveling faster than 75 MPH and 0 events of 80 MPH or higher.
 - An example for an idling goal may be to have no idling instances that last over 5 minutes.
- Drivers with the best track record are rewarded in some fashion. Drivers that continue to violate company thresholds are put on probation until improvement is shown.
- In order to track violations of the company speed and idle threshold, you can:
 - Click Reports on the left navigation bar, and then click Schedule a Report.
 - Choose Speed Violations Report as the report type.
 - Then choose the vehicle groups and frequency to run the report. We suggest a daily or weekly run of this report.
 - Review the Speed Violations Report when it is delivered to you and take appropriate action as necessary.
 - Click Reports on the left navigation bar, and then click Schedule a Report.
 - Choose Idle Time Report as the report type.
 - Then choose the vehicle groups and frequency to run the report. We suggest a daily or weekly run of this report.

- Review the Idle Time Report when it is delivered to you and take appropriate action as necessary.

You can also track MPG averages by vehicle over a given time period. This will allow you to determine if an individual vehicle MPG is increasing after you implement a formal driver behavior plan around speeding and idling. To do this:

- Click on Fleet Performance Data on the left navigation bar.
- A table will appear with the list of your vehicles.
- For any vehicle you would like to track, click on the MPG icon in the MPG column.
- You will automatically be shown MPG statistics for the previous 30 days for that vehicle (see example below).
- You will also have the capability to view the same statistics for whichever different time period you choose.
- This will allow you to check individual vehicle MPG performance over time.
- A Best Practice is to also track your fuel expenditures from month to month to determine how effective the program is at reducing actual costs.

4. Fleet Size Reduction

Description

The reality is that many fleet managers don't know the ideal fleet size for their specific business type. It is often nearly impossible to get a clear vision of underutilized or unused vehicles. A larger than optimum fleet size is a significant expense, with fuel being one of the largest.

Goal

If appropriate, decrease the number of vehicles in the fleet.

Best Practice

The first step would be to implement the Best Practice for Unauthorized Usage (pages 4-5) and Improved Routing (pages 7-8). By implementing the recommended processes involved in those best practices you may find that the number of work orders completed improves drastically as you drive efficiencies into the business day. It may become apparent to you at that point that your fleet does not require the number of vehicles it currently has.

If it isn't apparent, or you want to analyze vehicle usage more formally, then the Drive Time Summary Report may help you determine if your fleet size is too large.

Drive Time Summary Report

Report Overview

Total Number of Vehicles	4
Report Time Period	03/01/04 12:00 AM - 03/08/04 12:00 AM

1 Select Date Range

Section 1: Fleet Driving overview Summary from 03/01/04 12:00 AM to 03/08/04 12:00 AM

Total Distance Traveled**	431.60 miles
Total Number of Stops	48
Maximum Speed (MPH)	83.0
Earliest Start Time	03/01/04 09:24 AM
Latest Stop Time	03/07/04 02:42 PM

2 View Totals for Fleet

3 Review and Drill into Individual Vehicles

Underutilized Vehicle

Section 2: Fleet Driving Summary by Individual Vehicle from 03/01/04 12:00 AM to 03/08/04 12:00 AM

Click on a Vehicle Identifier for that vehicle's Trip Detail

Vehicle Label	VIN	Number of Stops	Distance Traveled**	Total Travel Time	Time of First Start	Time of Last Stop	Max Speed	Last Update Time
SERVICE 424	936FL45Z5B4946	5	54.40 miles	1 Hour, 17.9 Minutes	02/04 01:14 PM	03/05/04 10:44 AM	73.0	03/11/04 07:01 PM
SERVICE 425	6D5G363K34C349123	20	155.67 miles	4 Hours, 30.7 Minutes	03/01/04 10:49 AM	03/05/04 01:54 PM	83.0	03/05/04 01:54 PM
SERVICE 422	1S8TH92F5FF356335	12	134.77 miles	5 Hours, 21.7 Minutes	03/01/04 09:24 AM	03/04/04 08:09 AM	76.0	03/11/04 08:32 AM
SERVICE 505	514SL81A38H348849	13	126.75 miles	3 Hours, 21.6 Minutes	03/05/04 04:33 PM	03/07/04 02:42 PM	80.0	03/11/04 08:04 PM

** Distance values are approximated.

This Best Practice entails the following:

- Click Reports on the left navigation bar, and then click Schedule a Report.
- Choose Drive Time Summary as the report type.
- Then choose the vehicle groups and frequency to run the report. We suggest a weekly or monthly run of this report.

- When the report is delivered to your email, pay attention to the following data points which may indicate a vehicle is underutilized:
 - Total Number of Stops
 - Total Travel Time
- Examine root cause of anomalies and take appropriate action as necessary.

Reduced Expenses (Other Than Fuel)

1. Payroll

Description

Payroll expenses are a huge cost for most fleets. Overtime, especially, can erode margins. However, Networkfleet can help you optimize your payroll so that regular and overtime hours may be reduced.

In the previous section, route optimization and fleet size reduction were discussed. If you can reduce your fleet size and/or optimize your routes, you will likely see some natural reduction in your payroll expenses. However, in many cases your drivers aren't being as efficient as possible. Networkfleet can help you optimize their efficiency and double check their honesty.

Goal

Reduce payroll expenses.

Best Practice

It's possible to verify start and stop times for your vehicles. This is especially relevant for employees that are at remote or residential locations and there is no other way to verify when they started and ended their day. With Networkfleet's Begin/End of Day Report (see below) fleet managers can identify, by vehicle, the first time the vehicle was turned on that day and the last time it was turned off. The report also calculates the time in between so you are able to match it against timecards.

Begin/End of Day Report

Report Overview

Report Time Period	04/01/05 12:00 AM - 04/15/05 12:00 AM
Selected Vehicle	SERVICE 245
Export Data	Export this report data to a Microsoft Excel spreadsheet.
Printer Friendly	View this report in a printable format.

Select Date Range and Vehicle

This report was created on: 05/02/05 09:33 AM.

View Begin and End Work times, as well as the Approximate Time Worked

Begin/End of Day Report for SERVICE 245:			
Tuesday, April 12, 2005			
Time	Approx. Time Worked	Location Address	Map Plot
04/12/05 12:21 PM	—	216 Executive Park Irvine, Orange Co, CA 92614-4721 US	
04/12/05 08:23 PM	8 Hours, 2 Minutes	Spring Aiso Viejo, Orange Co, CA 92656-2849 US	
Wednesday, April 13, 2005			
Time	Approx. Time Worked	Location Address	Map Plot
04/13/05 11:33 PM	—	Spring Aiso Viejo, Orange Co, CA 92656-2849 US	
04/13/05 07:44 PM	8 Hour, 11 Minutes	Spring Aiso Viejo, Orange Co, CA 92656-2849 US	
Total Work time from SERVICE 245: 16 Hours, 13 Minutes			

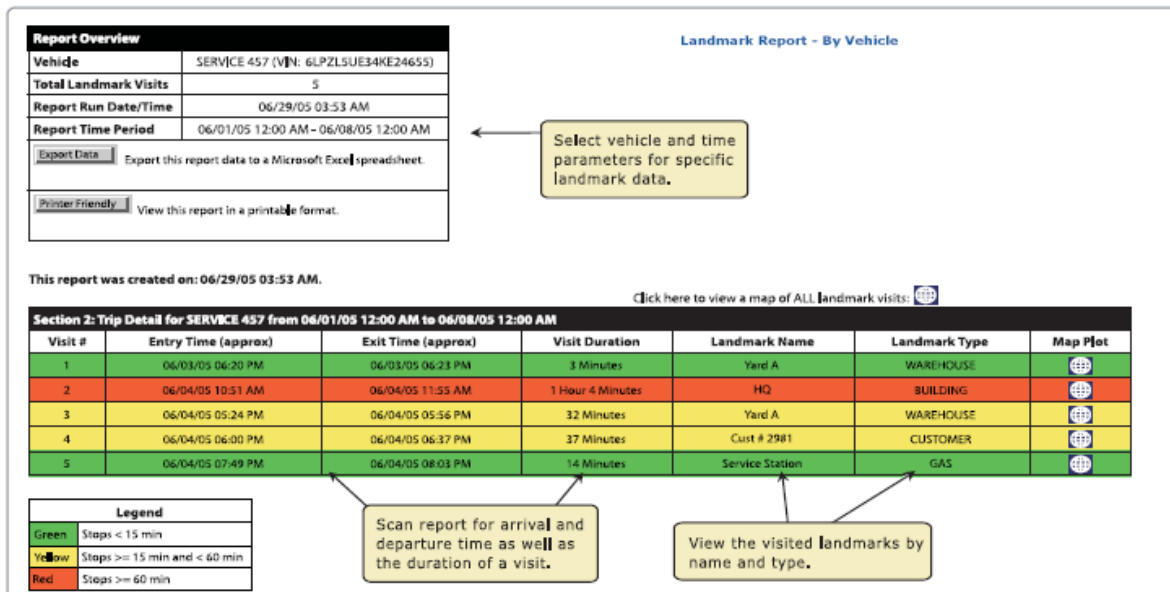
This Best Practice entails the following:

- Click Reports on the left navigation bar and then click Schedule a Report.
- Choose Begin/End of Day as the report type.
- Then choose the vehicle groups and frequency to run the report. We suggest a daily or weekly run of this report.
 - When the report is delivered to your email, check the hours from time cards against the hours in the report.
- Take appropriate action as necessary.

The Begin/End of Day Report is perfect for understanding the day in total, but often you are not privy to exactly what is happening with employees during the day. Landmarks are a great way to determine if employees have visited pre-determined, restricted locations like their homes. To create Landmarks and manage employee visits to them:

- After logging into Networkfleet, click Administration on the left navigation bar
- Click Create, Edit, and View Landmarks under Configure Landmarks
- Click on the New button
- Follow the steps to create a Landmark
- Repeat as necessary until you have entered the number of Landmarks you desire
- Go back to the main Networkfleet page
- Click Reports on the left navigation bar, and then click Schedule a Report.
- Choose Landmark Report (by Landmark) as the report type.
- Then choose the vehicle groups and frequency to run the report. We suggest running this report weekly.
 - When the report is delivered to your email, check to see if any of the landmarks are being visited during working hours.
- Take appropriate action as necessary.

By monitoring both the Begin/End of Day Report and the Landmark Report, you will know how long each vehicle was operating in a given time period and whether it visited any prohibited locations.



2. Maintenance

Description

Knowing the health of your vehicles is critical to your business' success, but it's not always easy to access the information you need. Drivers are often reluctant to divulge anything odd with the vehicle for fear it may be taken out of service for a day or more. Even the most obvious of notices, the "service engine soon" light, may not be noted by a driver for days, weeks, or months after the initial occurrence. Knowing engine issues as they occur instead of after the fact can have a significant effect on maintenance costs.

Goal


Decrease the period of time between when an engine problem occurs and when it is resolved.

Best Practice

The Networkfleet system makes it very easy to track the health of your fleet:

- As a Networkfleet user, you automatically get emails if your vehicle has a diagnostic trouble code – there's no need to check the dash light yourself.
- In addition, at any time you can check if there are any diagnostic alerts by clicking All Alerts on the left navigation bar. You are immediately taken to a screen with a list of all diagnostic and scheduled maintenance alerts.
- Have repairs made immediately to ensure engine health and maximum MPG.

For users savvy with engine mechanics that want to view specific component health such as Air Flow Sensor, Coolant Temp., Intake Air Temp., Fuel System Status, Oxygen Sensor Location, Evap. System, and more:

- Go to left navigation bar and click on Fleet Vehicle List
- Choose which vehicle you would like to see detailed diagnostics on and click on this symbol  in the Quick Links Section.
- You immediately get a current status of many systems.
- To review a history of these systems, go to the left navigation bar and click Diagnostics History. You will see the status of different systems over a user defined period of time.

Networkfleet also tracks all recalls issued for the vehicles in your fleet. To check on relevant recalls:

- Click All Recalls on the left navigation bar after you have signed into Networkfleet.
- Review recall notices and act accordingly.

By combining the powerful tools of immediate engine health recognition, ongoing review of engine health, maintenance alerts, and recall notices, your maintenance costs may be significantly reduced.

3. Manual Entry of Data into Existing Applications

Description

Your company may have other applications to help manage your business. Some of those may be related to your fleet including maintenance management, routing/dispatching, GIS, or workforce management. Many of these types of applications require data to be manually entered into them, such as odometer, MPG, location, and diagnostic trouble codes. Networkfleet already has these pieces of data, and the means to populate adjacent, complementary applications.

Goal

Enhance the value of the “back office” by automatically populating certain fields with Networkfleet data.

Best Practice

Inquire at integration@networkcar.com. We have pre-integrated with some industries' top software applications. We also have powerful and open data integration capabilities for those applications we have not yet connected with.

4. Accident Reduction/Improved Safety/Reduced Insurance Costs

Description

Tracking the speed of your vehicles has more impact than just on your fuel usage. Reduced speeds mean fewer accidents. A two axel truck traveling 50 MPH requires 275 feet to stop. The same truck traveling at 70 MPH requires 500 feet to stop. These statistics have lead to 11 states passing laws requiring GPS insurance discounts for vehicles outfitted with tracking equipment, and many major insurance companies also offer such discounts regardless of state requirements.

Goal

Increase safety and decrease accidents and liability through a driver behavior and monitoring program.

Best Practice

First implement Best Practice for speed and idle time reduction (pages 9-11). You can also track speed averages by vehicle over a given time period. This will allow you to determine if an individual vehicle's speed is increasing or decreasing after you implement a formal driver behavior plan around speeding. To do this:

- Click on Fleet Performance Data on the left navigation bar.
- A table will appear with the list of your vehicles.
- For any vehicle you would like to track, click on the Stats icon in the Stats column.
- You will automatically be shown speed statistics for the previous 30 days for that vehicle (see example below)
- At the bottom of this page you have the ability to see the same statistics for whatever other time period you choose.
- You may check individual vehicle speed performance over time.

Increased Revenue

1. More Effective Routing and Decreased Response Time

Many Networkfleet users can benefit substantially by making more customer visits in a given time frame. A substantial number have been able to increase the number of work orders they complete each week as a result of utilizing Networkfleet. Increasing the number of work orders means increased revenue for many businesses.

Goal

Increase revenue by increasing the number of customer visits each week.

Best Practice

Implement the Best Practice for Improved Routing (Pages 7-8). The Best Practice process will be exactly the same, except in this case you will replace your reduced fuel usage goal with an "increased visits" goal.

2. Fewer Billing Disputes

Description

In many cases, customers will dispute bills, claiming a service technician was onsite for less time than the customer was billed for, or that the service technician didn't show up at all. In these cases, without Networkfleet, it's difficult to collect payment from a customer when it's the word of the technician vs. the word of the customer. With Networkfleet, however, you know when, where, and for how long your vehicles stopped. In seconds you can resolve billing disputes.

Goal

Increase revenue by decreasing the number of bills you have to partially or fully write off because of disputes. Decrease the amount of time needed to resolve disputes.

Best Practice

When a billing dispute arises, perform the following:

- After logging into Networkfleet, click Reports on the left navigation bar.
- From the list of Reports choose Stop Detail Report.
- Choose the Vehicle and Date(s) that are applicable and click Submit.
- The Stop Detail Report will tell you where and for how long your vehicle was stopped. If this matches the bill, you know your driver was there, and for how long. If not, you know the customer's dispute is valid and may need to act accordingly.

Fleet Vehicle Stop Detail Report

Report Overview	
Vehicle	SERVICE 254
Total Trips	8
	03/03/04 12:00 AM - 03/04/04 12:00 AM

1 Enter Date Range

Section 1: Driving Summary for SERVICE 254 from 03/03/04 12:00 PM to 03/04/04 12:00 PM	
Total Time Interval	1 Day
Total Time Travel	3 Hours, 52.6 Minutes
Number of Stops	8
Total Distance Traveled*	78.36 miles
Max Speed	74
Time of First Start	03/03/04 08:12 AM
Time of Last Stop	03/03/04 04:38 PM
Last Update Time	03/04/04 08:09 AM

2 Click to view a map showing ALL stops

Click here to view a map of ALL stop locations.

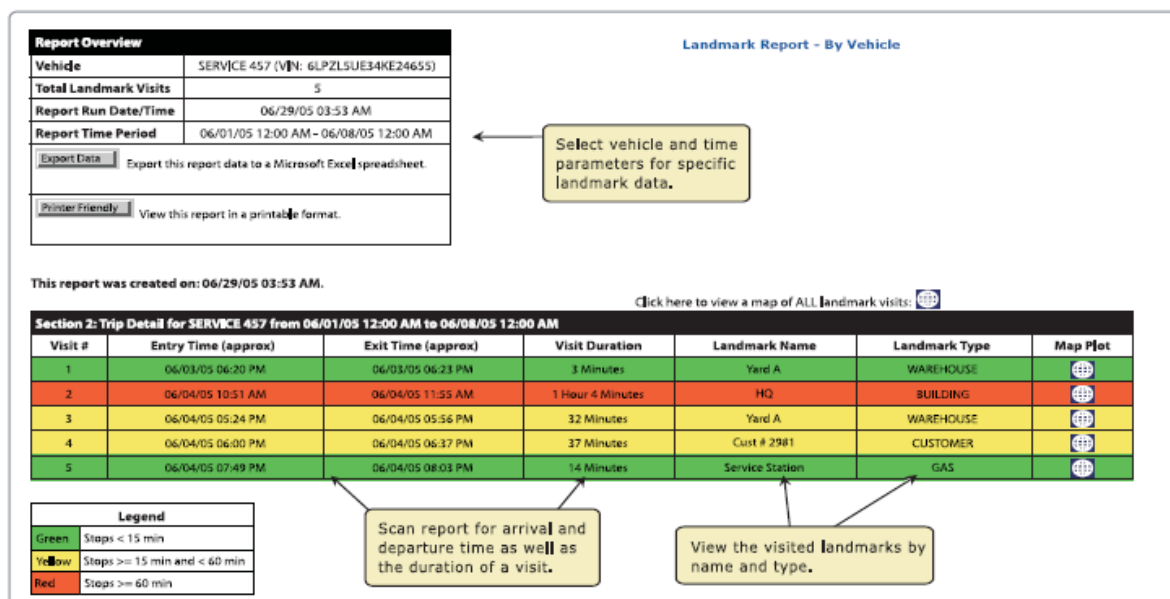
Section 2: Trip Detail for SERVICE 254 from 03/03/04 12:00 PM to 03/04/04 12:00 PM									
Trip #	Trip Begin Time	Trip Duration	Trip End Time	Stop Duration	Trip Distance*	Total Distance*	Location Address	Map Plot	Max Speed (MPH)
1	03/03/04 08:12 AM	4.0 Minutes	03/03/04 08:16 AM	2.3 Minutes	0.30 miles	0.30 miles	8981 W 142ND ST Lawndale, US 90260-1916		32
2	03/03/04 08:18 AM	1 Hour, 17.5 Minutes	03/03/04 09:35 AM	2 Hours, 7.0 Minutes	27.3 miles	24.03 miles	1687 BLOSSOM DR Redondo Beach, US 90278-4215		58
3	03/03/04 09:56 AM	1 Hour, 5.8 Minutes	03/03/04 10:06 AM	20.2 Minutes	27.8 miles		LLIS AVE Huntington Beach, US 90648-1252		74

3 Scan report for information

*Distance values are approximate.

If your business entails the same stops on a daily, weekly, or monthly basis, you can create landmarks and run Landmark Reports to determine if and when your vehicles visited those customers. To create Landmarks and manage employee visits to them:

- After logging into Networkfleet, click Administration on the left navigation bar
- Click Create, Edit, and View Landmarks under Configure Landmarks
- Click on the New button
- Follow the steps to create a Landmark
- Repeat as necessary until you have entered the number of Landmarks you desire
- Go back to the main Networkfleet page
- Click Reports on the left navigation bar, and then click Schedule a Report.
- Choose Landmark Report (by Landmark) as the report type.
- Then choose the vehicle groups and frequency to run the report. We suggest a weekly run of the report.
 - When the report is delivered to your email, check to see if any of the landmarks are being visited during working hours.
- Take appropriate action as necessary.



Reduced Emissions

1. California Continuous Testing Program

Description

If you have a fleet in California, your light and medium duty vehicles can be smog checked for free. Networkfleet talks directly to the vehicle's engine computer, for 1996 and newer light and medium duty vehicles, so it will also check the emissions (smog) status continuously. In conjunction with the state of California we operate as a smog check station. If you have Networkfleet and register in the program, you never need to get a smog check – we do it continuously for you for free.

Continuous smog checks, in addition to being cheap and easy for you, reduce vehicles emissions. By knowing exactly when an engine problem that causes increased emissions occurs, the time between discovery and repair is decreased.

Goal

Reduce emissions and increased convenience.

Best Practice

Call Networkcar's Customer Care at 1-866-227-7323 after you have registered the vehicles in your fleet and tell them you would like to enroll in the Continuous Testing Program. That's it. If your vehicles ever have emissions problems, the Networkfleet software will alert you by email.

2. Reduced Emissions through Reduced Fuel Usage

Description

The reality is, if you reduce your fleet's fuel usage, it's not just money you will save. For every gallon of fuel you don't burn, it saves more than 20 pounds of green house gases, like carbon dioxide and methane, from being released into the air. Reduced fuel usage is not just good business, its green business.

Goal

Reduce emissions through a decrease in fuel usage.

Best Practices

In the previous section we gave you 5 best practices to reduce fuel usage: Unauthorized Usage, Improved Routing, Driver Behavior – Speed and Idle Time, Engine Health, and Fleet Size reduction. Undertake these best practices, and you may reduce your emission by as much as 20%.