

FREQUENTLY ASKED QUESTIONS

WHO IS FLEETROCK?

Fleetrock is one of the fastest growing fleet management companies in the industry. Leveraging an innovative fleet platform, they are able to provide best-in-class solutions to help customers create value and optimize every service interaction.

WHAT SERVICE(S) DO THEY PROVIDE?

Fleetrock offers three levels of service. Self-Managed Basic allows companies to manage assets on the platform. Self-managed Pro gives access to repair order functionality which customers can use to manage third party vendors or their own shops. Our managed maintenance solution leverages the Fleetrock team of coordinators to create value in the maintenance process, help reduce costs, increase utilization, and improve opportunities for life-cycle optimization (*Managed Maintenance is the solution that is sold with your SelecTruck*).

HOW DO I CONTACT FLEETROCK?

You can call us at 800-685-6693, email us at support@fleetrock.com, or visit our website at www.fleetrock.com.

HOW DO I GET ACCESS TO MY FLEETROCK ACCOUNT?

You will receive a call from your Fleetrock concierge upon purchase of your new vehicle to set up your Fleetrock account. You will be given a username and password to login in to www.fleetrock.com and view your vehicle's information and repair orders in real time.

HOW LONG DO I HAVE ACCESS TO FLEETROCK THROUGH SELECTRUCKS?

60 days. When you reach the end of your access through SelecTrucks, you have the option to continue using Fleetrock's services or cancel the subscription. Your Fleetrock concierge will notify you at the 60-day mark to discuss next steps.

HOW WILL FLEETROCK KNOW WHICH DEALERS TO CONTACT FOR SERVICE?

All dealers in the network have been added to Fleetrock's Vendor Network. Our coordinators have a Standard Operating Procedure to follow in picking the correct vendor.

WHAT HAPPENS IF A REPAIR IS NOT COVERED UNDER WARRANTY?

You will be responsible to pay for the repair. Fleetrock will obtain approval limits and instructions to follow from you during the onboarding call. All repairs will be handled under your direction.

WHAT DOES THE PROCESS ENTAIL IF MULTIPLE VEHICLES ARE PURCHASED?

If multiple vehicles are purchased at the same time, we will add all vehicles to your customer record.

WHAT IF I'D LIKE TO ADD MY OTHER FLEET VEHICLES IN TO FLEETROCK?

Great! Please reach out to Fleetrock and they will assist you further.

The future of fleet management is here, *and it rocks*

