



Fleet Services Overview

Whether you have one vehicle or over 5,000, we offer flexible, tailored fleet services & solutions. All through specialized teams to meet your unique needs.

For more than 50 years, we have been providing highly customized fleet management and leasing solutions to large businesses, mid-sized companies, governments, educational institutions, and more. We're proud to develop, deliver, and manage best-in-class fleet solutions, all while using a collaborative approach so our clients get exactly what they need, when they need it.

Leasing & Funding

Merchants Fleet has teams of industry experts who are dedicated to helping businesses of every size find the fleet leasing program that is right for them. We work with you to customize your financing terms, find the right vehicles for your drivers, and combine your fleet management services into one simple package. Whatever your financial objectives may be, you can count on a highly personalized approach that determines exactly what you need for leasing and funding – no more, no less.

- Open-End
- Closed-End
- Fleet Buyback Program
- Value Leasing
- Short-Term Leasing

Mobility

If your company needs a short-term fleet leasing solution for seasonal business, a long-term rental for ongoing project-based work, or a way for people from multiple locations or departments to share vehicles, our Mobility Leasing Services can deliver a forward-thinking solution for your fleet. Our mobility offerings are designed to be flexible, so they align with your operational goals and budgetary allocation. By using the latest in mobility services, you can experience transportation solutions that are efficient, flexible, timeless, and boundary-less.

- Short-Term Leasing
- Long-Term Rentals
- FleetShare Vehicle-Sharing Technology
- Specialized Programs for Summer Camps, Truck Rentals, Colleges & Universities, & Corporate Projects



Fleet Consulting

The Merchants Fleet consulting team has the deep industry knowledge needed to identify critical factors that will have the greatest impact on your fleet operations. Our consultants average over a decade of experience in the fleet industry, and they understand that data is only part of the story when determining how to best optimize your fleet.

Merchants Fleet consultants are also dedicated to thoroughly understanding your fleet, processes, and organizational culture, so our team can make tailored recommendations that take the broader context of your business into account. By pairing data with experience and a collaborative, client-centered approach, we can help make a significant impact on your operations and your bottom line.

Total Cost of Ownership

Merchants Fleet has expert consultants who will look at your fleet operations data from all angles. The result is a holistic, customized set of recommendations that are tailored to your fleet. From fuel, cost per mile, safety, maintenance, and even vehicle purchasing & replacement, we use analytical insights to add value by helping you manage your fleet ownership costs at every step.

- **Combining Expertise & Technology to Drive Change:** The costs of a fleet program go beyond your lease payment. Our consultants use their years of fleet industry expertise, aided with the latest fleet technology, to examine driver use and fleet performance to uncover areas where you can reduce fleet operating costs.
- **Manage Your Fleet Lifecycle:** Merchants Fleet analyzes available data and conducts a vehicle lifecycle analysis to identify ways to maximize resale value, minimize repair and maintenance costs, save on fuel, and improve driver satisfaction and productivity.
- **Optimize Your Fleet's Performance:** Our team uses a Fleet Scorecard to take an accurate, in-depth look at your fleet's entire lifecycle costs, set realistic goals, and design strategies that will deliver valuable savings.

TotalView

TotalView combines the full power of strategic fleet management expertise with data-driven analytics to help you take your fleet further. With our consultative partnership, you have instant access to monitor and manage the costs and trends of your overall fleet.

Get quick and easy access to multiple levels of information, from strategic trending on dashboards, down to individual line items of spend with a few clicks of the mouse. Our easy to use interface can deliver analytical excellence along with new client-focused technology to provide an intuitive, interactive platform for fleet transactions and information management.

- Access Key Fleet Data Quickly and Efficiently Through Customizable Dynamic Dashboards
- Get Specific with Real-Time Drill-Through Reports Showcasing Multiple Levels of Information
- Attain Over 500 Pieces of Vehicle-Specific Information
- Compare and Select the Optimal Vehicles for Your Fleet with our Vehicle Model Analyzer
- View Every Invoice Electronically with Drill-Down Supporting Documentation



Maintenance

Merchants Fleet offers a variety of maintenance programs that will help keep your maintenance expenses in check and cover you nationwide. Backed by our national accounts buying power, we can protect you from unpleasant surprises regarding tires, parts, and repairs, in addition to routine service. There are three types of maintenance programs from which to choose. Each delivers the same high standard for service and responsiveness but includes different billing methods. Pricing for parts would be consistent through the use of our Merchants National Account network; pricing for labor charges vary by region. Pricing from independent repair facilities is negotiated individually.

- **Full Maintenance**

This program is the ultimate way to protect your company from unbudgeted expenses. You save time because you are removed from administering the vehicle maintenance and management process. You save money because you reap the benefits of Merchants Fleet's buying power. Our service specialists help you obtain all service and repairs, and one monthly fee covers all repairs and services for true fixed-cost operations.

- **Administered Maintenance**

It is called "administered" maintenance because we invoice your organization for repairs at our cost. We police repairs to make sure you do not pay for any work covered by the factory warranty or work being "up-sold" by the vendor that is not necessary. You get nationwide coverage, toll-free access to our call center for drivers and service writers to reach Merchants service specialists and comprehensive records, which results in controlled operating expenses and minimal downtime. You schedule service at our choice of nationwide vendors or your preferred local source.

- **Reserve Maintenance**

We offer a unique reserve maintenance product, which is a combination of the full maintenance and administered maintenance programs. We offer one fixed monthly payment each month. At the end of the lease term all bills are reconciled and the account is balanced. Any overage is credited to you, and any amount due is collected at the end of the lease term.

Roadside Assistance

When you enroll in the Merchants Fleet Roadside Assistance program, you're giving yourself and your drivers ultimate peace of mind. Whether it's a flat tire, dead battery, or empty gas tank, you'll have a toll-free number to call any time of day or night. All roadside assistance services are available 24 hours a day, 365 days a year throughout the United States and Canada. Just call the toll-free number, and help will be on its way.



Accident Reporting & Accident Management

When a driver is in an accident, they will be instructed to contact Merchants Fleet via our toll-free number. A Call Center Representative will collect all required accident information from the driver. Once the driver reports the incident, the Call Center Representative will assign the repair work to a preferred repair shop, arrange for a tow and rental (if necessary), and update the driver throughout the repair process. If the incident involves an injury, fatality, or other high-importance situation, your designated fleet management personnel will be contacted immediately. The next business day after a claim is reported, the Claims Representative reviews all information and sends an electronic Loss Notice to you and/or liability carriers as required. Merchants Fleet will work with you to determine the appropriate information to be captured and the format in which the loss notice is sent. Through our Fleet Suite online tool, each and every maintenance and accident repair transaction is always available to you. Additionally, subrogation can be pursued on your behalf.

- 24/7 First Notice of Loss with Options to Collect Customizable Information for Business Continuity
- Centralized Data Storage for Better Implementation of Practice and Policies
- Unbiased 3rd-Party Determination if the Accident was Preventable or Non-Preventable
- Nationwide Repair Network Which Will Provide Extensive Coverage, Efficient Turnaround Time, and Quality Repairs
- Experienced and Aggressive Subrogation in Pursuit of Adverse 3rd-Parties

Driver History Profile

Merchants Fleet is the expert at mitigating risk, keeping drivers safe, and offering consultations to assist you in staying compliant with federal standards. Driver History Profile (DHP) offers a comprehensive online management tool to help you identify threats to the safety of your fleet. Drivers are categorized into risk ratings by combining motor vehicle records and accident claim data. Then they are assigned targeted safety training on an ongoing basis to improve their risk profile rating. DHP is customized to meet your fleet policy, and Merchants Fleet will work with you to determine the best way for your fleet to incorporate DHP information.

- Web-Based Access to All Driver Accident History & MVRs
- Trainings Customized to Match Your Fleet Policy
- Quickly and Easily Integrates with Safety Training Modules
- Determines Overall Effect of Incidents on Your Fleet
- Streamlined Management and Administration of MVR Checks
- Accident History Data Analysis
- Recommendation of Practical Solutions
- Progress Audits
- Customized Driver History Profile
- Frequent Updates of Accident Claim Information
- Secure and Compliant Employee Data Storage



Driver Safety Training

Merchants Fleet safety training helps prevent accidents by enforcing and supplementing safety policies and practices. The training appeals to different learning styles by providing three different ways to learn through customizable pass/fail training modules. By customizing the pass/fail based on the fleet's policies, managers can customize their tolerance levels and focus on only the population of drivers that do not complete the training or that struggle with the materials. Our safety training program provides a needs-based approach to training in a cost-effective way. Most importantly, it keeps your drivers safe.

- Easy-to-Use, Easy-to-Administer Online Driver Safety Training
- Positive Reinforcement of Safe Driving Practices
- Trigger-Based Training to Ensure Training is Assigned at the Appropriate Intervals
- Easy-to-Access Online Training for a Variety of Learning Styles

Fuel Management

Merchants Fleet Fuel Management is a comprehensive solution that helps you effectively manage fleet spending with a MasterCard® fuel credit card, card controls, detailed reporting, and fuel discount opportunities. Your drivers hit the road with the flexibility and security of our industry-leading platform, TotalView, to deliver an immediate and significant impact on your bottom line.

With access to specific transactional data and reporting, you can simplify payment processes, enhance compliance, and streamline expense management.

Control Your Fuel Budget

- Consolidate all Fuel Purchases Into a Single Program
- Leverage the MasterCard® Network with Acceptance Nationwide
- Purchase Fuel According to Company-Defined Standards, Locations and Policies
- Customize Controls, Real-Time Transaction Monitoring and Point-of-Sale Prompting Requirements Down to the Individual Card Level

Management Tools and Reporting Analysis

- Real-Time Account Management
- Monitor & Manage Spending, Review Purchase Details, and Manage Your Cards
- Access a Variety of Reports, from Top-Line Summaries to Real-Time Daily Detail, and Schedule Delivery of Selected Reports
- Enhanced, Level 3 Transaction Data Where Available
- Export Data for Additional Analysis



Telematics

Using easy-to-install tracking devices, Merchants Fleet helps you tap into the full, detailed picture of your fleet's daily operations. Our premium tracking will give you high-quality data recording and accurate engine diagnostics, all communicated securely and in real time.

- View Data from the Vehicle's Engine, Drivetrain, Instrument Cluster, and Other Subsystems
- Get the Richest Information Possible Through Multiple Internal Networks
- Mobile App Available for Easy, On-the-Spot Access
- Automatically Monitor Duty Status Changes
- Track Regulated Driver Time Spent in Each Duty Status
- Provides IFTA Reporting
- Gain Advanced Insight Into Drivers' On-Road Activities with Safety Reports
- Provide Immediate Feedback and Improve Driving Practices with In-Vehicle Driver Coaching
- Instant Notifications with Accident Detection Alerts
- Maintain a High-Quality Record of Overall Vehicle Health

GuaranteeTRAC®

With the Merchants Fleet GuaranteeTRAC® Remarketing Program, you will get a fair price for your vehicle in a quick and easy process. Let us worry about the hassle of remarketing your vehicle, if an inspection is needed, or any fees associated with selling your vehicle. You do not have to be a current Merchants customer to take advantage of this program.

GuaranteeTRAC® includes:

- Simple Process that Removes the Stress of Doing it Alone
- Fair & Guaranteed Price Without an Obligation
- No Extra Cost or Fees Associated with the Sales Process
- Option to Remarket a Single Vehicle or Entire Fleet
- Options for Ordering and Delivering Replacement Vehicles
- Get Your Money Fast



Personal Use Reporting

At Merchants Fleet, we make personal use reporting simple, accurate, and hassle-free. Our personal use reporting solution is ideal for any client that needs to navigate the rough waters of IRS compliance for personal use of company vehicles. It offers online mileage reporting to each of your drivers in TotalView and our mobile application, making it simple to keep track of personal and business use. Our program helps you maintain tax regulation compliance and reporting accuracy.

- Personal Mileage Tax Experts Available to Consult You
- Significantly Reduces the Administrative Burden of Managing Miles
- Customized Options for Setting up Reporting Periods and Frequency
- Up-to-the-Minute Tracking
- Convenient Reporting Available 24/7
- Ability to Upload Daily Mileage Logs
- Alerts to Drivers for Missed Reporting Periods

Toll Management

Merchants Fleet is a trusted partner you can count on. Toll Management is available in more than 90% of major toll regions in North America, complying with in-vehicle transponder (electronic devices) and license plate (video) toll recognition systems throughout the United States.

- Automatically Registers Fleet Vehicles with Participating Toll Authorities
- Consolidates Multiple Toll Accounts Into One Centralized Program
- Eliminates Most, if Not All, Expensive Toll Violations and Related Penalties
- Enhances Visibility into a Fleet's Tolling Activity with a Robust Reporting Package
- Enables Drivers to Take Advantage of High-Speed, Cashless Toll Lanes
- Eliminates Time-Consuming Toll Expense Reporting and Reimbursement
- Provides Opportunity for Future Tolling/Route Optimization
- Thorough, Enhanced Visibility Into Tolling Activity



Violations Management

Merchants Fleet Violations Management is an electronic violation processing solution that helps you maximize cost savings and minimize driver-related challenges associated with violations. With Violations Management you will save up to 80% over current violation processing and payment methods. Driver Violations Management is connected with more than 4,000 issuing authorities in the United States, enabling Merchants to effectively process violations incurred throughout the country.

- Eliminates the Administrative Burden of Processing Violations Internally
- Reduces Risk of Violation Penalties by Ensuring that Violations are Processed Immediately
- Increase Visibility Into a Fleet's Violation Activity with an Robust Reporting Package
- Holds Drivers Accountable for their Behavior by Transferring Legal Responsibility for Violations to the Drivers who Incur Them
- Pays Fleet Violations Directly to the Issuers When Transferring Liability is Not Possible
- Secures Reimbursement for Non-Transferred Violations Directly from the Driver
- Improve Driver Satisfaction by Enabling Drivers to Retain Due Process

Compliance Services

Merchants Fleet Compliance Services help your fleet and drivers stay in compliance with complex laws and regulations. Stay compliant with the Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) regulations and protect yourself from expensive fines and liability.

DOT Compliance

- Driver Vehicle Inspection Report (DVIR) tracking
- Hours of Service (HOS)
- Driver Qualification Management
- Consulting and Training

Licensing and Permitting

- Annual Vehicle Inspection Tracking

Tax Reporting

- IFTA Fuel, Mileage & Highway Use Tax Reporting
- Vehicle/Asset Off-Road Fuel Tax Refunds Management



Full Service

At Merchants, we take extreme pride in the dedication and commitment of our fleet management experts. That's what makes it so easy for us to alleviate the burdens of day to day fleet administration. Supported by the brightest minds in fleet management, best-in class practices, and outstanding client service, you can be assured that your fleet is being professionally managed and that your drivers have everything they need.

Day-to-Day Administration

- Service Enrollment Management: Based on your election of services, Merchants Fleet handles the administrative tasks that accompany them.
- Driver Call Center Support: Merchants Fleet's toll-free line is the single source for all fleet-related driver inquiries, allowing you to focus on your core business.
- Driver Behavior & Exception Management: We work with your drivers and coach behavior to ensure they comply with set policies and positively impact your fleet performance.
- Vehicle Compliance Management: Managing a fleet comes with many rules and regulations. We know the requirements and keep your business moving.

Performance Management*

- Performance Monitoring: Our client-focused technology provides us with real-time, actionable data represented in a suite of reports, exceptions, and alerts.
- Performance Advisory: We set recurring meetings to inform you of your fleet's performance and emphasize areas of improvement.
- Strategy Execution: We recommend ways to improve efficiencies, lower total cost of ownership, and execute on new strategy.

Lifecycle Administration

- Selector Management: Based on your unique needs and competitive programs, we create and manage your selector to help right-size your fleet.
- Vehicle Ordering: Merchants handles ordering your fleet vehicles direct with the manufacturer, ensuring a seamless process from order to delivery.
- Replacement Policy Review: Our years of experience combined with your historical data will allow us to guide educated cycling decisions.
- Fleet Policy Creation: We work with you to develop an effective fleet policy, the foundation of a well-managed fleet.

**The above line items may be dependent on enrollment in additional services*