

OPERATING COST MANAGEMENT

Maintenance Management Services from PHH Arval

Keeping your vehicles well maintained and on the road is essential to cost-effective fleet management. PHH data, based on our clients' experience, indicate that clients using PHH's recommended management maintenance program achieve average monthly savings of \$17 per vehicle.

PHH's maintenance programs focus on cost savings and driver productivity

PHH offers flexible card-based managed maintenance solutions for your cars and light-, medium-, and heavy-duty trucks that provide these benefits:

- **Expert maintenance consultation.** PHH's ASE-certified and Class "A" Service Specialists are available 24 hours a day, 7 days a week, and provide bilingual services. Our specialists assess maintenance problems, direct your drivers to PHH network suppliers, and follow up with repair facilities to ensure you're not overcharged.
- **Consultative service to support your fleet policies.** PHH's dedicated maintenance case managers provide overall maintenance consultation, identify cost-saving opportunities, and ensure compliance with your fleet policies.
- **Maintenance cost control.** PHH Service Specialists ensure your fleet vehicles receive only necessary maintenance and repairs at fair prices. We audit every supplier invoice to ensure that only authorized work was performed and billed, correct any discrepancies, and consolidate your maintenance and repair charges into your PHH invoice.
- **Proactive service to enforce preventive maintenance schedules.** PHH provides Preventive Maintenance Notification to ensure better communication with drivers and help you enforce your preventive maintenance schedules.
- **Flexible maintenance alternatives and authorization limits.** PHH works with each client to determine the level of authorization and service that best supports your maintenance policy and program objectives.
- **Comprehensive transaction and cost information available online.** Maintenance data is updated in PHH InterActive®, PHH's online information management system, minutes after a transaction is posted. This real-time data enables you to monitor transactions, costs, trends, and exceptions for better, faster decision-making.
- **Cost-effective maintenance rental management.** PHH makes it easy for you to reduce rental costs and enforce your policy, and we coordinate the rental reservation process to create a quick, hassle-free experience for your drivers.
- **On-site maintenance cost management.** When you need help monitoring costs at your on-site maintenance facility, PHH's Maintenance Cost Capture program helps you integrate off-site (retail) and on-site maintenance expense data for consolidated reporting.
- **Customer-focused preferred network.** PHH has long-standing relationships with national account and independent dealers and suppliers to ensure service that helps you save money and keeps your drivers productively on the road.

Flexible maintenance management and consulting

PHH Arval's experienced customer service technicians focus on driver safety and cost-effective repair management.

- **Experienced maintenance management.** ASE-certified and Class "A" Service Specialists with extensive experience and instant access to your fleet information diagnose problems, negotiate repair work, and authorize all transactions according to your policy.
- **Maintenance consulting.** Dedicated case managers provide overall maintenance consultation to help you keep costs down while enhancing driver productivity.
- **Roadside assistance.** Emergency roadside assistance with bilingual service is available 24 hours a day, 7 days a week.
- **Warranty Services.** Recall management, including notification, tracking, and monitoring; management of out-of-warranty negotiations to ensure you receive the appropriate savings.
- **Cost savings you can measure.** Regular Maintenance Savings Reports show cost savings and help identify opportunities for additional savings.
- **Consolidated billing.** Auditing of every supplier invoice to resolve any discrepancies and consolidate all maintenance and repair charges into your monthly PHH invoice.
- **Comprehensive online reporting.** Extensive reporting and transaction information via PHH InterActive®, real-time notifications of maintenance transactions, and online maintenance histories for every fleet vehicle.
- **Online driver services on www.phharval.com.** Supplier Locator enables drivers to easily locate nearby PHH network suppliers; Maintenance Online enables drivers to submit service questions to PHH's service specialists.
- **Preventive Maintenance Notification.** Proactive notification to drivers when preventive maintenance is due.
- **Maintenance Rental Management.** Your PHH case manager works with you to set your short-term rental policy, then makes sure it's implemented and effective. Detailed reports link each rental to the specific maintenance event so you can spot exceptions and control costs.
- **Maintenance Cost Capture.** A total cost management solution to consolidate vehicle maintenance history from multiple sources. Controls, administrative convenience, and integrated reporting capabilities give you the tools and breadth of information needed for effective maintenance budgeting and decision-making.
- **North American preferred supplier networks.** PHH's network includes more than 100,000 national and independent suppliers and dealerships across North America.

For more information

PHH Arval provides customized fleet management solutions to companies of all sizes, in all industries. Contact us to learn more about how our powerful ideas can create amazing results for your company.

PHH Arval

Visit us at www.phharval.com

1 800 ONLY PHH