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“OPERATIONS MANAGER OWEN”

Fleet Manager, VP of Operations or Fleet Owner

Profile

Manages mid-sized or larger fleets with operations across multiple states. Focused on minimizing downtime and ensuring trucks stay operational. Responsible for budgeting, cost control and operational efficiency. Balances driver satisfaction with business performance.

Needs

A trusted service network to reduce downtime and maintain fleet efficiency. Predictable, centralized billing to streamline payment processes. Reliable, consistent repair quality across a wide geographic area. Transparent pricing to control costs and improve budget planning. Access to vetted service providers that meet fleet standards.

Preferences

A single point of contact for billing and dispute resolution. Scalable solutions that grow with their fleet's needs. Tools or dashboards to track repair data and spending trends. Repair processes that are simple for drivers to use on the road. Positive relationships with service providers to ensure timely repairs and avoid disruptions.

Pain Points

Managing multiple repair shops with inconsistent billing and quality of service. Chasing repair shops for invoicing errors or delayed bills. Downtime due to inefficient repair processes or limited access to reliable providers. Driver frustration with confusing or unreliable repair networks. Lack of visibility into repair costs and trends.

What They Will Gain

Centralized billing for all repairs, saving time and reducing administrative burdens. Faster, more reliable service for their fleet through the FUSE network. Reduced downtime and improved driver satisfaction. Clearer cost management and better operational efficiency.

THINK:

With FUSE, I have fewer headaches managing repairs and billing across the country. This program makes my fleet more efficient by keeping drivers on the road and repairs predictable.

FEEL:

Confident: Trusting the FUSE network to deliver consistent, high-quality service.
Relieved: Grateful for centralized billing and streamlined payments.
Empowered: Ready to scale operations with less worry about repair logistics.

DO:

Enroll their fleet in the FUSE program to simplify operations. Direct drivers to FUSE network repair shops for seamless service. Provide testimonials or case studies about their positive experience with FUSE.

"OPERATIONS MANAGER OWEN" TALKING POINTS:

1	Owen, when you're managing a fleet, efficiency is everything. FUSE gives you access to a trusted network that will reduce downtime and maintain fleet efficiency.
2	Single point of contact with clear and effective communication.
3	There is are no registration or invoicing fees with the FUSE program.
4	You get reliable repairs at vetted locations across the FUSE network.
5	TreviPay offers the ability to integrate with your ERP system for a streamlined receivables and payment process.
6	Less time on payment processing means more time keeping trucks on the road. How much could that impact your bottom line?
7	FUSE isn't just about making payments easier—it's about giving you complete visibility into your maintenance spend. Centralized data, streamlined processes and greater control.
8	You minimize billing disputes. With FUSE, you get accurate invoicing and standardized transactions—ensuring every job is billed correctly the first time.
9	Ultimately, FUSE helps you optimize fleet operations. Faster repairs, clearer costs and less administrative burden mean a stronger, more competitive business.