Fleet Advantage

Working with FMCs – Quick Tips Guide

Working with Fleet Management Companies (FMCs) is an important part of the TFA program. Each FMC has its own processes and methods; remembering and following them is key to a good working relationship. Here are a few best practices for working with your FMCs.

Know What FMCs Look For

Common criteria FMCs use to decide which Dealer to select for courtesy deliveries include:

- Drive time to Dealer
- Cost of the service
- Dealer's ability to handle title and registration
- FMC's previous experience with the TFA Dealer

Familiarize yourself with FMC processes and contacts, and ensure you provide a great experience every time.

Understand How FMCs Notify Dealers about Incoming Vehicles

FMCs notify Dealers via phone, email or their own portal. Be ready to communicate through their preferred method, and don't forget to check fleet.toyota.com (FTC) and Dealer Daily to check for incoming vehicles as well.

Be Prepared for FMC Paperwork

FMCs may send paperwork via email, fax, USPS, FedEx or via their own portal. In addition to instructions for working with them and other documents, FMCs may provide:

- Temporary tags
- Dealer reimbursement forms or instructions
- Driver name and contact information

Some FMCs handle title and registration, and others may rely on your dealership to do so. Make sure you communicate with your FMC to understand their expectations.

Know How to Communicate with Drivers

FMCs will usually instruct you regarding driver communication upon initial contact. Reach out if they do not.

Be Aware of Payment Process

Contact your FMC if they have not provided instructions for invoicing. Methods and timing vary.

Know FMC Process for Purchasing Returned Vehicles

Contact your FMC promptly if you wish to purchase a vehicle for the Used Vehicle Department; most allow Dealers to buy returned vehicles. FMCs often have a specific contact and process for this.