In the spring of this year, Syn-Tech’s President and CEO, Doug Dunlap, announced the promotion of Pat Peacock to Program Manager for all Defense Business Operations for the company. Accordingly, the FuelMaster Customer Satisfaction Center’s leadership torch was passed along to Pat’s successor. Thus marked the beginning of a new era of management and continued growth of CSC under the capable direction of Melvin French. It is Syn-Tech’s sincere desire that over time, each and every member of our customer base — comprised of FuelMaster Users and Distributors — will chance to visit with Mel, and come to realize the significance of this development. There is a substantial benefit in having someone with Mel’s qualifications maintaining the tone for customer appreciation and service among present and future representatives of our Customer Satisfaction Center and Help Desk.

When you first become acquainted with Mel French, and begin to acquire information about him, you are apt to think him something of an enigma. After all, who would name a pet Chihuahua after Stephen King’s “Cujo?” Syn-Tech’s French connection doesn’t speak a word of French and has only briefly been to France! At first glance, you might perceive him as quiet, shy, unassuming; a simple persona ill-suited for the demands of leadership. Yet everyone who gets to know him realizes that he is huge in character, intelligence and many other features sought in a leader. Says Carlotta Hanney, the company’s HR Director, “I just love Mel French. He’s simply one of the nicest, smartest people I’ve known. He has a real talent for evaluating others, particularly candidates for employment. I think he’s perfect to lead our Customer Satisfaction Center.”

(Continued on Page 3)
What is the ESG? More importantly, who are the ESG? The ESG group are the individuals who serve as Test Engineers, Application Engineers, and Configuration Managers within Syn-Tech Systems Engineering department. In short, they provide value and service, not only to the Engineering Dept., but to Syn-Tech Systems, and Syn-Tech’s customers as well.

Test Engineer – You might think that all they do is test, right? But, their role covers more than the average person might expect. Their tasks include:
1. Improving the stability and reliability of our products.
2. Helping to ensure quality by testing new features, enhancements and bug fixes for software, firmware and embedded systems.
3. Working with developers to improve quality throughout the product/bug life-cycle.
4. Creating new and innovative ways to test our products using the latest technologies.
5. Developing/maintaining documentation (test scripts, content for user manuals).
6. Passing their product knowledge to our Training, CSC, 2nd Level and Field Services departments.

Applications Engineer – The only way to describe these individuals is that they are the ‘minute-men’ of the Engineering Dept (and the company, really). The kinds of projects they find themselves involved with require quick response, research and resolution. Tasks include:
1. Product application and research (including 3rd party product research and integration with FuelMaster products).
2. Product beta support with customers.
3. Pre-/Post Sales / Marketing support.
5. Escalated long-term customer concerns.

The roles of both the Test Engineer and Application Engineer vary and cross-over at times. It is not uncommon to have a Test Engineer assist with beta support, or have an Application Engineer assist with testing. Both groups graciously do whatever is necessary to move products forward or keep a customer happy. They are dedicated, motivated, and innovative professionals. Beyond that, they are men and women whose goal and focus is to please and serve the customer. It is a privilege to serve alongside them.

More Creative Marketing Ideas for Small Businesses

Thomas Tomasi
Marketing Research Manager

For you’re a small business owner, you probably don’t have a lot to spend on marketing. That’s okay; many small businesses aren’t taking full advantage of the many opportunities they have for marketing their business in basic ways that cost little or nothing to implement.

There are a number of things you can do to leverage your existing contact points with prospects and customers that require some initial effort to produce but go a long way in promoting your business, products, or services. Some of these methods include:
1. Business Cards. For less than $20, you can have a virtual billboard that promotes your business. Some of the best business cards include specific URLs on the back for accessing free information, tools, resources, or product demos.
2. Emails. Nothing in marketing performs as well as your very own list of customer emails. Customers who offer their email address want to hear from you. Once you have this email list, communicate to your customers on a regular basis and encourage them to do more business with you. Satisfied customers are likely to forward your emails to others, growing the size of your customer base.
3. Thank You Notes. When you make a sale and are shipping a product, insert a short thank you note that offers your gratitude and willingness to hear from the customer or perhaps your latest catalog or flyer.
4. Online Coupons or Offers. When individuals are on your website and take interest in your product or service, providing an incentive to buy can drive considerable response rates. You might be concerned about discounting your product or service to existing customers so be clear that your offer is only for new customers. Your existing customers understand that you’re trying to grow your business and won’t be disappointed to learn that you’re giving an incentive to new customers only.
5. Free Samples. Giving away free samples is one of the most effective marketing tactics available today.
6. Encourage Referrals. When you have others suggesting your product or service, it’s like having your very own sales team. These referrals are even more powerful because, like word-of-mouth, the prospect is being encouraged to buy by an existing customer, associate, expert, or influencer. Ask other vendors to distribute information about your business to their customer base in exchange for you doing the same.

Marketing doesn’t have to cost a lot. These simple methods are effective for any small business owner regardless of industry, product or service offering.

By Michael Fleischner - Marketing Expert, Internet Marketing Secrets

Extended Warranty

By Barbara Reker
Extended Maintenance/Marketing Mgr.

Our Super Maintenance package is our most comprehensive and all inclusive warranty package we offer. As in all cases, your decision to extend your warranty services needs to be specific to your business needs. Many of our customers find themselves, for whatever reason, in a zone where inclement weather and lightning seems to seek them out. Our Super Maintenance package covers just this type of mayhem. One of our customers, George Church, of the City of Roswell, Georgia, a suburb of Atlanta says, “I am happy with our Super Maintenance. I feel it’s the best maintenance package offered. Any time I choose to call in for a technician I call the toll free number 24/7 and I receive the support I need. We had two surge strikes this year and I am very glad to have this coverage. It’s worth the cost and pays for itself!”

If you have questions, or just aren’t sure of which package to choose, please call me (Ext. 1303) and I will assist you and your organization in choosing the right service package for your business needs.

Serving—Behind the Technology Scene

By Craig Ostojich, ESG Manager

It’s your job to encourage customers to do more business with you. Satisfied customers are likely to encourage them to do more business with you. Satisfied customers are likely to encourage them to do more business with you.
Designated Hitter

By David Howell
Manager, Second Level Support
Customer Satisfaction Department

One of the areas where the 2nd Level Support group takes the lead in customer support is in the building of the FuelMasterPlus database. Once a Sales Order is placed with a database build included, someone for the group will contact you and assist you in collecting the correct data and transferring that data to us. One of the more common requests is for us to use the data from a previous fuel management system. We have used data from Trak Engineering, Petrovend and Gasboy, among others, as a starting point for the new FuelMaster data. We have also used data provided by the customer in a spreadsheet. We can use the FuelMaster supplied spreadsheet or one created by the customer. Generally we are tasked with creating a database with vehicle, user and customer information. Once the work has been completed, we will assist you in configuring your software to access and use the database. Our goal is to assist you from beginning to end to get your FuelMaster experience off to a good start.

Distributing the News

Items from the Distributor Support Center

By Pete Sands
Distributor Support Manager
Customer Satisfaction Department

A Slice of the PIE

Remember the days of the simple installations of basic mechanical dispensers. We would control the valve or motor, run power back from the reset complete and we would be set. How easy was that? Well those days seem to be gone. Nowadays, electronic dispensers are bursting onto the scene. Although some of the new dispensers can be hooked up mechanically, a growing number of them now require electronic interfaces. Gone are the days of relay boards, manual/auto switches, pulser connections and LN/LD. The new electronic dispenser uses 2 wire current loop communication to talk to the FuelMaster. This is done thru an electronic interface kit supplied by Progressive International Electronics (PIE) headquartered in Raleigh, NC. Some of the dispensers with which we interface are Dresser Wayne, Gilbarco, Krauss, Bennett, Schlumberger and Tokaim. If you need more information about electronic interfaces please feel free to contact the Distributor Support Center.

The FRENCH CONNECTION

(continued from Page 1)

The enigma continues when you see that Mel can at once seem somewhat impetuous, yet calculating and analytical in his assessments and actions; even when it comes to matters of the heart. For example, following boot camp at Lackland AFB, Texas, in the summer of 1979, Mel was assigned to duty at Clark AFB in the Philippines. Here, this 19 yr old from Jacksonville, Illinois—a foreign country, among people of a different language and culture—met, fell in love and married his lovely wife Tess in February, 1980; all within THREE MONTHS after arrival! Most might think that the chances of such a marriage lasting would be very slim. Yet, this Filipino marriage has endured for 30 years and counting; blessed with daughters Melissa and Elizabeth, and son, Melvin Jr. The kids have followed Dad into military careers, and, now grown, are living on U. S. Air Force bases around the country.

According to Paul Johnson, Syn-Tech’s Director of Government Operations, a long time acquaintance and friend, and the man who, in 2006, recruited Mel to serve as Manager in Syn-Tech’s Program Management Department, that’s something Mel did a lot of throughout his career. “Mel, whose forte is accounting,” declares Paul, “gained a wealth of fuels management experience, living and working at bases in Missouri, South Korea, Germany (HQ–USAF Europe—supporting over 50 fueling locations throughout Europe), Alabama (Gunter AFB—Center for Fuels Automated Management serving 220 Air Force locations worldwide), Louisiana, New Mexico, Arizona, Doha Qatar (directed/controlled petroleum operations at seven Middle Eastern locations), and ended a 27 year career at McConnell AFB Kansas, as Director of Petroleum Operations.” These various venues and responsibilities afforded Mel the opportunity to develop and practice the managerial skills and Help Desk/Customer Service experience that makes him eminently qualified to assume leadership of Syn-Tech’s Customer Satisfaction Department.

Says Pat Peacock, his predecessor, “Mel has used his experience and hit the ground running in customer service. He has aligned his resources to meet the customer’s changing needs and is changing some areas into revenue producers. He has been through the summertime blast (lightning storm problems) and has calmly handled issues. I think he is doing a great job for the company and our customers.”

Certainly, all of us in the FuelMaster family wish every success for Mel as he continues to hone his skills in customer relationships, helping to further Syn-Tech’s progress toward the objective of becoming a world leader in electronic fuel management.

Andy Olive, Editor
An Aviation Habitat in the Beautiful Northwest

Each time I have communicated with Kathy Layton, General Manager, Aurora Jet Center, over the past few years, it has been a pleasure. I can assure you that she manages the jet center like a well-oiled machine. I have been impressed with the folks out there and I am not the only one. I spent a good part of last year upgrading Multi-Service sites for PCI Compliancy and spoke to hundreds of airports and jet centers. I was impressed to hear customers across the country offer accolades to the fine folks at Aurora Jet Center. I know that we have all heard that the world isn’t as large as we think and that is so true. When I call Kathy and her staff at Aurora, they would bid greetings over the phone from their “Avitat” and it is then that I became intrigued. I thought, at first, it was my “southern hearing” and they were actually saying “habitat” until I asked one day exactly what it was and was “not so surprised” at the definition of an Avitat. Why? Because Aurora Jet Center is one!! Following is a bit about Exxon’s Avitat program, the area surrounding Aurora Jet Center and the services they offer from Kathy Layton:

“The Aurora Jet Center Avitat is located in the beautiful Northwest just 22 miles south of downtown Portland, Oregon. If you love to be outdoors and like variety, Oregon is the place for you. Oregon is a magical place whose borders encompass 362 miles of rugged coastline, white-peaked mountains, deep river canyons and endless amounts of green right alongside high-desert prairies and volcanic rock formations. Endless year-round outdoor activities including snow sports, hiking, biking, fishing and golfing are some of the reasons people come to visit.

Another great reason to visit the Portland-Aurora area is our craft breweries and wine country. Portland has more breweries than any other city in the world, approximately 35, and there are more than 100 breweries in Oregon. It has the biggest craft brewing market in the country, and proudly answers to the nickname “Beervana.” Oregon is a world-class wine state with 15 approved wine growing regions and more than 300 wineries producing 72 varieties. We have some of the most diverse and beautiful wine-growing landscapes and some incredible wines to taste. Oregon is a place that makes exquisite wine without any pretense and the winemaker is never far away.

The Aurora Jet Center Avitat is located in a prime location for craft beer and wine tasting in the area. We can arrange your ground transportation and tour directions to get the most out of your visit. Superior customer service is expected and delivered while taking the time to get to know our customers’ needs. We’re big believers in training and education. Our line staff has been trained to provide the very best in service, safety, and aviation expertise. We train staff to the highest standards in the industry, with our programs extending from the ramp to the greeting desk.

We provide full service Jet-A and 100LL fueling as well as 24 hour 100LL self serve. Our other services include potable water, oxygen, lavatory service, and GPU free of charge. We have ample daily and long term heated hangar space available to meet your needs. Our goal is for travelers who are still unaware of our benefits to learn of our private secure location and close proximity to Portland.

We are a proud member of the Avitat Network. Being an Avitat is an elite distinction among the hundreds of FBOs that rely on ExxonMobil Aviation for fuel services. Avitatns can be found all around the world. There are nearly 50 Avitat locations worldwide, including the United States, Canada, Europe, Middle East, and the Caribbean. Avitat stands for aviation habitat; it is a place to which you’ll want to return. We give you confidence in arriving and confidence in departing from any one of our facilities. When you choose to visit an Avitat you will see we work hard to become an extension of your team. Our goal is to make you feel relaxed in knowing all the details of the trip are being cared for in the way you would care of them yourself. While visiting our facilities we want you to be looking forward to your next visit with us even before you leave!”

Well, Kathy and the whole Aurora Jet Center staff, we are so proud to be able to say that you are part of our “FuelMaster Family” and we wish each and every one of you the Happiest and Safest of Holidays!!!

Please send YOUR stories to Roni Davis, Syn-Tech Systems, 100 Four Points Way, Tallahassee, FL 32305.
Email: rdavis@syntech-fuelmaster.com.
Back in November, 2009, Scott Gibson, a Sales Representative with FuelMaster® distributor P.B. Hoidale’s Oklahoma City operation, had an idea. He thought that with a little “engineering manipulation,” an FMU 2550 credit card reader might be useful as an access device for use in a public parking garage. Scott was initially met with less than enthusiastic support, but he wouldn’t let go of the idea. He contacted Ken Ladato, of Syn-Tech’s Customer Appreciation Center, and proposed the idea to him. Ken, in turn, consulted with Frank McGoogan, V.P. Sales & Marketing, who thought it was a valid application and suggested that Engineering set up a model for testing. To be more compatible with a parking garage, some of the parameters had to be changed and, sure enough, tests were successful . . . it worked!

In this photo, Scott proudly displays the unit in its current customized form, which includes certain modifications. Says Scott, “This parking facility is closed to the general public during the day when only regular monthly parkers can access it via their passes. But at night, they open it to the general public via credit card access.” Adds Ken Ladato, “By adding a “smart relay” board, and a credit card board to the FMU, and, connecting a dedicated phone line (used to clear credit card transactions), we have a unit that will open a gate and charge the customer a fixed price (or, flat fee) for parking.” In this photo, Scott is pointing out the two gray items attached to the receipt printer; the lower one is a mag stripe I.D. card reader for the day customers who lease parking spaces by the month, with the larger of the two items being an intercom. These items operate independently of the FMU but share the same pedestal, for efficiencies of space and appearance. Scott claims the project has been a complete success, and suggests that fellow distributors should keep the idea of a “ParkMaster” unit in mind for “fixed fee” credit card access to public parking garages around the country.
Can You Find our Mr. Fumes?

There are several appearances of “Mister Fumes” in this issue of FuelMaster Focus. However, one of them has been miniaturized and made somewhat transparent. It is hidden somewhere within the pages, so that you might need a keen eye and your favorite magnifying glass to find him. Circle him and send a copy to Michelle Pearson’s attention, at:

Marketing Department
Syn-Tech Systems, Inc.
P O Box 5258
Tallahassee, FL 32314.

Don’t forget to note your name and location.

One winner will be drawn from all the entries in two categories:
A = Customers, B = Distributors.

Each winner will choose one of these four prizes!

So get yourself comfortable and start squinting! It’s time for an exciting episode of “Find Mister Fumes!” All entries must be received by Jan. 31, 2011.

GOOD LUCK!

Congratulations to our 3rd quarter winners who are:

CUSTOMER
Miriam Wooten
Anderson County Fleet Services
Anderson, SC

DISTRIBUTOR
Sherri Torrez
PB Hoidale, Inc.
Tulsa, OK

CHUCKLES & GRINS! (The Best Face Lift is a Smile)

Why does Santa have 3 gardens?
So he can ho-ho-ho.

Why was Santa’s little helper depressed?
Because he had low elf esteem.

What do you get when you cross a snowman with a vampire?
Frostbite.

What do you get when you cross an archer with a gift-wrapper?
Ribbon hood.

The 3 stages of man:
He believes in Santa Claus.
He doesn’t believe in Santa Claus.
He is Santa Claus.

‘I heard the bells on Christmas Day. Their old familiar carols play. And wild and sweet the words repeat. Of peace on earth goodwill to men.’ Henry Wadsworth Longfellow
As the year 2010 draws to a close the DOD Support Team would like to say “thank you” to all whom we worked with throughout the past year - a really busy year at that - with two major upgrades in the works: APOSD and AE 2.2. We hope the DOD team provided you with the professional and prompt service we do our best to provide. Going in to 2011, I wish to express to all our customers that we are here to assist you and that your calls are very important to us and that our technicians will do their utmost to provide this assistance at all times.

All of us here on the DOD desk would like to wish a wonderful holiday season to all of our DOD customer’s and that we certainly appreciate your sacrifice and your service to our country especially those of you who are unable to be with your families during the holiday season. Happy Holidays!

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Even Santa Loves FuelMaster!

Ever wonder what Santa Clause does between Christmases? You didn’t think he just hung around the North Pole all year did you? Actually, he is Donnie Green, Construction Manager for Jones & Frank, Inc.’s Atlanta, Georgia branch. How did he become such a FuelMaster® fan? Well, a few years ago, as he travelled around the globe, he began to notice FuelMasters® at various fueling sites – especially U S Air Force installations – and that aroused his curiosity. Then, over the years, he began to notice these same FuelMaster® units at Army, Navy and Marine Corps bases, as well as many commercial locations such as corporate giant Wal-Mart, Inc., and places like Yellowstone, Denali and Death Valley National Parks and many state D.O.T. locations! “Wow,” he thought, “I’ll bet I could make a lot of grown-up fuel managers happy if I delivered and installed these throughout the year, and still be able to take care of the children come Christmastime each year.” And, that’s the truth!
Welcome New Customers
Fuel Management Systems (FMUs, EIUs, Mobiles, Upgrades & Added Sites)

A & H CONTRACTING/CBP-WELLINGTON, AZ.
ACURATE TANK TECH/AMTRAK-CHICAGO, IL.
ACURATE TANK TECH/PORTER COUNTY AIRPORT
ACTS CONSTRUCTION/SEMINOLE COUNTY, FL-FIRE STATION # 34
ADAMS & FOOG OIL EQUIPMENT/PALMER GAS-ATKINSON, NH.
ADVANCED FUEL SYSTEMS/FAYETTE COUNTY AIRPORT-OH.
ADVANCED FUEL SYSTEMS/METZENBAUM CENTER
AFTFC FOR ABERDEEN PROVING GROUNDS
AMERICAN PETROLEUM EQUIPMENT & CONST/TOWN OF SHANDAKEN, NY
ANGI ENERGY SYSTEMS, LLC/PIONEER NATURAL RESOURCES-TRINIDAD, CO
BACH ENVIRONMENTAL/OGDENSBURG CORRECTIONAL FACILITY
BAE SYSTEMS FOR CAMP BLANDING, STARK, FL
BECKER & ASSOC/NAPER AERO
BOLER EQUIPMENT SERVICE/KEL-TECH - COAHOMA, TX.
BOONE COUNTY SCHOOLS - DISTRICT 1
BOONE COUNTY SCHOOLS - DISTRICT 2
BOONE COUNTY SCHOOLS - DISTRICT 3
BRIDGESTONE AMERICAS TIRE OPERATIONS - ALLENTOWN, PA.
BRIDGESTONE AMERICAS TIRE OPERATIONS - LEBANON, TN.
BRIDGESTONE AMERICAS TIRE OPERATIONS - OMAHA, NE.
BRIDGESTONE AMERICAS TIRE OPERATIONS - PORTLAND, OR.
BRIDGESTONE AMERICAS TIRE OPERATIONS - ROANOKE, TX.
BRIDGESTONE AMERICAS TIRE OPERATIONS - WOODBRIDGE, IL.
BROWNSVILLE ISO-TRANSPORTATION DEPT.
BROYLES INC-HUMBOLDT/GARNETT AIRPORT-KS.
CENTRAL PETROLEUM EQUIPMENT/ARTCO-CAMPBELL, IA.
CITY OF FARMINGTON, NM.
CITY OF FONTANA, CA. - POLICE DEPT.
CITY SERVICE/WESTERN AVIATION
COBB COUNTY GOV - KENNESAW, GA.
COEUR D'ALENE SERVICE STATION EQUIP/IDAHO DEPT. OF TRANSP.
COMMERCIAL FUEL SYSTEMS/WHITING TURNER-CARROLL FUEL
COMPLETE AVIATION SYSTEMS/GRAND CANYON RAILWAY
DALE'S SERVICE/BLAINE COUNTY SCHOOL DISTRICT
DOMINO EQUIPMENT-CLINTON/HARMON COUNTY COOP GIN-HOLLIS, OK.
DOMINO EQUIPMENT-CLINTON/HYDRO COOP ASSOCIATION
DOMINO EQUIPMENT-CLINTON/MC OIL - CHEYENNE, OK.
EASTERN MONTANA ENVIRONMENTAL/FALCON COUNTY AIRPORT
EATON SALES & SERVICE-CASPER/FREMONT COUNTY SCHOOL DIST. 1
EATON SALES & SERVICE-CASPER/PAKR COUNTY SCHOOL DISTRICT
ENGLOBAL TECHN SVCS FOR NAS BREMERTON, WA
ENGLOBAL TECHN SVCS FOR NAS BREMERTON, WA
ENVISION ENVIRONMENTAL/COCOA-COLA - BISHOPVILLE, SC.
ENVISION ENVIRONMENTAL/REPUBLIC SERVICES-ST. LOUIS
EXCEL EQUIPMENT/MANITOWOC COUNTY AIRPORT
EXCELL EQUIPMENT/CHERRYLAND AIRPORT-MAX AIR
FIREBALL EQUIPMENT/MINBURN COUNTY-INNISFREE, AB.
FIREBALL EQUIPMENT/MINBURN COUNTY-MANNVILLE, AB.
FIREBALL EQUIPMENT/MINBURN COUNTY-VEGREVILLE, AB.
FIREBALL EQUIPMENT/MUNICIPAL DISTRICT OF BONNYVILLE, AB.
FIREBALL EQUIPMENT/MUNICIPAL DISTRICT OF SAGE LAKE # 124
FLEETCARD, INC/SELECT ENERGY SERVICES-DE BERRY, TX.
FLEETCARD, INC/SELECT ENERGY SERVICES-FRIERSON, LA.
FLEETCARD, INC/SELECT ENERGY SERVICES-HAUGHTON, LA.
FLEISCHMANN SERVICE/GRAND ISLAND SALES & SERVICE
FUEL SYSTEMS UNLIMITED FOR ANNISTON ARMY DEPOT, AL
FUELING COMPONENTS/CITY OF DOATHAN, AL-LITTLE CHOCAPAWHATCHEE WWTP
FUELTRAC-BATON ROUGE/EAU JEFFERSON LEVY
FUELTRAC-BATON ROUGE/OUACHITA PARISH POLICE JURY
GAS EQUIPMENT SYSTEMS/MANSFIELD INDEPENDENT SCHOOL DISTRICT, TX.
GOGAS UNIVERSAL/CUSTOMER TBD
GOGAS UNIVERSAL/CUSTOMER TBD
GOGAS UNIVERSAL/ORANGE COUNTY, NC.
GUARDIAN FUELING TECH/PINELLAS CO. N. COUNTY SERVICE CENTER
GUARDIAN FUELING TECH/PINELLAS CO-SHERIFF ADMINISTRATION BLD.
GUARDIAN FUELING TECH/PINELLAS CO-SUB STATION 48th ST.
GUARDIAN FUELING TECH-FT. LAUDERDALE/INDIAN RIVER COUNTY FLEET
GUARDIAN FUELING TECH-JACKSONVILLE/FRESH POINT
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-JACKSONVILLE/GW HUNTER
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH CO GOVT-FIRE STATION # 10
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH CO GOVT-FIRE STATION # 24
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY GOVT-FIRE STATION # 3
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY GOVT-FIRE STATION # 4
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 13
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 16
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 21
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 24
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 27
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 33
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 37
GUARDIAN FUELING TECH-TAMPA/HILLSBOROUGH COUNTY-FIRE STATION # 9
HILLER GROUP/JANESVILLE JET CENTER
HILLER GROUP/WILLMAR MUNICIPAL AIRPORT
HINDERLITER CONSTRUCTION & MAINT/GIBCO MOTOR EXPRESS-EVANSVILLE, IN.
HINDERLITER CONSTRUCTION & MAINT/GIBCO MOTOR EXPRESS-SULLIVAN, IN.

New and Repeat AIM™ Customers

Welcome New Distributor Organizations
Our Syn-Tech family wishes you much success as you represent the FuelMaster® product line.

NORTH ATLANTIC REGION – Mike Anderson – INDEPENDENCE CONST – Chris Trebus
SOUTHWEST REGION - Russ Whelan - BY OTHER’S CONSTRUCTION – Steve Vigil
GULF REGION – Bruce Oglesby – SOUTHERN INTEGRATED SERVICES, INC. – James D Martin
NATIONAL ACCOUNTS – Gene Meadows – MEGA SYSTEMS, LTD – Dean Zuroski
HEARTLAND REGION – Mike MacComiskey – DOMINO EQUIPMENT – Bob Jacobson

CITY OF FONTANA, CA. - DEPT. OF PUBLIC WORKS
CONKLIN SERVICES & CONST/TOWN OF EASTCHESTER, NY.
GUARDIAN FUEL TECH-TAMPA/GREAT BAY DISTRIBUTORS-LARGO
HINDERLITER CONST. & MAINT/METRO. EVANSVILLE TRANSIT SYST.
MACINTYRE SERVICES/BLACK RIVER PRODUCE

MID-VALLEY SUPPLY-SILVER GROVE/PIKE COUNTY SCHOOLS-CENTRAL OFFICE
O’DAY EQUIPMENT-BLAINE/CITY OF SHORELINE, MN.
SHIELDS HARPER-RENO, NV/RENO-TAHOE AIRPORT AUTHORITY
Training Manager, Scott Rudy, teaching an Installation Course for FASTECH Fueling and Service Technologies, Inc. in Buena Park, CA.

If you would like to take advantage of any of our services or have any questions feel free to call us at 1-800-888-9136 and ask for the Training Department or email us at training@syntech-fuelmaster.com.
Customer Schools
1/11 - 13 2011
4/12 - 14 2011
7/12 - 14 2011
10/18 - 20 2011

Installation Schools
2/8 - 11 2011
5/17 - 20 2011
8/16 - 19 2011
11/15 - 18 2011

DoD Schools
3/15 - 17 2011
6/14 - 16 2011
9/13 - 15 2011
12/13 -15 2011

2011 Trade Shows:
Jan 21 - 22 Fire Rescue East Show - Daytona Beach, FL
Feb 4 RMFMA - AZ Chapter - Tempe, AZ
Feb 8 APWA - GA Chapter - Perry, GA
Feb 8 - 11 TMCC - Tampa, FL
Feb 9 - 11 NBAA - Schedulers and Dispatchers, Savannah, GA
Feb 9 - 12 Ohio Township Assoc. - Columbus, OH
Feb 18 - GCAPT - League City, TX
Feb 22 - 24 WPMA - Las Vegas, NV
April 9 - 12 NAFA & NCSFA - Charlotte, NC
May 8 - 11 PETRO 2011 - San Antonio, TX
May 9 - 11 BIG 10 Midwest Universities - Bloomington, IN
June 6 - 8 Government Fleet Expo - San Diego, CA
July 6 - 7 MAPT - Springfield, MO
July 26 - 28 Fed Fleet - Orlando, FL
Sept 18 - 20 AFWA

Tips, Tricks & Techniques
Getting the most from your FuelMaster® experience

Aaron Haddock, Field Services Supervisor
If a customer chooses the option to require USER IDs on AIM2 transactions, it is a good idea to print out the required steps and post it on the FMU to allow the end user a better understanding of how to use the system successfully.

Darin Jacobs, Sales Engineer/AIM2 Program Mgr.
With the winter season quickly approaching, a great preventative maintenance idea would be to purchase a few of our “battery preservation” relay kits to prevent drained batteries throughout the season. Speak with any member of our Product support for further details.

(Editor’s Note: Bill Coleman, long-time Field Services Technician, contributes to this column.)

“Mr. Fumes Revealed”
(From Volume 3, 3rd QTR, 2010 issue, Page 6)

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