

***ATA Today***

***August 2007***

“Keeping the ATA tow network informed.”

### **ATA Trucking Customer List**

ATA is now providing services for **Arrow Trucking**. If you spot any ATA customer in trouble, please report the company, unit number, and location to ATA immediately. The call will only be acknowledged if it is called in to our dispatch center at 800-618-6946 ext 222. Do not start work until you receive permission to proceed from ATA.

### **Customers Requests**

Recently, ATA has taken on several large fleets that have special needs. Some require quotes before we are able to dispatch the call to you. Also, you may be asked to provide specific information that is outside the norm. Please be patient with the dispatcher in these cases, and remember that we all share the common goal of best servicing the customer's needs.

### **Our Appreciation**

Our A/P department has noticed a great improvement on invoices received that have a complete breakdown of charges and equipment used. Thank you for all your help on this matter. It is greatly appreciated by the accounting associates and all the staff here at ATA.

### **Denials**

The ATA network denial rate at night is extremely high. This not only includes denials, but also unable to contact. If you have a separate evening/weekend number that we can add to your information for easier access, or if your company is not a 24/7 company, please contact: **Nancy Rooker 800-618-6946 Ext 228** with this information.

### **Tower of the Month**

ATA Congratulates **B&D Wrecker** out of Marion, AR., as tower of the month. **B&D Wrecker** has been a very reliable company for ATA. The dispatchers are always able to count on B&D. Not only are ATA's calls handled in a very professional manner, but the dispatchers can also rely on Jeff's knowledge as a great resource for helpful information if they have questions. Thank you B&D and congratulations.

\*\*If the quality of this fax is poor, you may visit [www.amtowa.com](http://www.amtowa.com) and click on the ATowA Today link, August issue (<http://www.amtowa.com/atatoday.htm>)\*\*