



**HYSTER
COMPANY**

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Hyster Company is pleased to announce that our new, online aftermarket nameplate request system is available for use. This new, web-based tool offers several advantages to your current method of submitting nameplate requests:

- Improved response time from the factory.
- An e-mail acknowledgement will be sent to your personnel as soon as the request is made. No more wondering, 'did the fax go through?'.
- You can check online to see if the plate has been completed and returned to you.
- The system will store historical information about your dealership's nameplate request activity. This history will be viewable online.

Access the web based system by logging on to the ***Digital Dealer Page*** of ***Hysterusa.com***, then clicking on ***Hyster Price List Pages Standard and SPED***.

Your personnel who submit requests for aftermarket nameplates will find detailed, printable instructions on the ***OnLine Aftermarket Nameplate Request*** page. Online help is also included in the nameplate request form. Contact information is included on the web site for personalized help.

During the initial release of this new process, we will accept requests by fax or by online request. This will allow your personnel to explore the web site and become familiar with its use. We will be accepting nameplate requests by fax or by using the online system through November 1, 2002. As of November 4th, fax requests will no longer be accepted.

This is the first of three online request systems that will be available this year. Truck Capacity Requests (TCR's) and Special Option Quote Requests (SOR's) will also be available online soon.

Inform your sales, service and parts personnel involved in requests for aftermarket nameplates of this new web-based system. They will need a log-on and password for Hysterusa.com, if they do not already have one. Encourage them to take advantage of this time saving service on all future plate requests.

Cordially,

Kenneth Yoakum
Supervisor, Aftermarket Nameplate Department