



1 General Ltr Book 2
NMHG, Inc. (Hyster Company)
Greenville, NC 27834

HYSTER COMPANY

Americas Division

May 23, 2005

TO: CERTAIN DEALER PRINCIPALS AND SALES MANAGERS

FROM: GEORGE MARSHALL, V-PRESIDENT, SALES

SUBJECT: SMARTBOX PORTABLE STORAGE, LLC

This letter is to confirm a formal Dealer Major Account Agreement for Hyster product between Smartbox Portable Storage, LLC and VBS, Inc. Material Handling Equipment – Richmond, Virginia who is responsible for administering the account.

Please note the attached listing of plants/operations in your area and make contact with your local plant as soon as possible.

VBS, Inc. Material Handling Equipment – Richmond, Virginia will be responsible for placing orders with Hyster Company, nationwide, and coordinating the delivery and installation of new equipment. All orders for locations on the attached list are to be placed through the VBS, Inc. Material Handling Equipment office in Richmond, Virginia. Smartbox Portable Storage, LLC will be responsible for informing their locations of this agreement.

There are two (2) existing locations attached for Smartbox for our VBS Dealer Major Accounts Program. These are franchises which are being sold to new franchise holders across the country. VBS, Inc. Material Handling Equipment will advise us as they come on line and as to where they are located.

If you have any questions concerning this account, please contact Steve Hawks, Major Account Sales Representative at (804) 232-7816 or e-mail at shawks@vbasmhe.com.

Sincerely,

George Marshall

Vice-President, Sales

GM/wgw

cc: Steve Hawks, VBS, Inc. Material Handling Equipment
Devon Nease, VBS, Inc. Material Handling Equipment
Moataz Eldib, Hyster Company





VBS INC. MATERIAL HANDLING EQUIPMENT

RICHMOND
5808 MIDLOTHIAN TURNPIKE
P.O. BOX 13326
RICHMOND, VA 23225
(804) 232-7816
FAX (804) 231-1071

CHESAPEAKE
3608 Koppens Way
Chesapeake, VA 23323
(757) 485-9800
Fax (757) 485-4597

ROANOKE
811 Pocahontas Ave., N.E.
Roanoke, VA 24012
(540) 342-8972
Fax (540) 343-9971

ROCKY MOUNT
2745 N. Wesleyan Blvd.
Rocky Mount, NC 27804
(252) 446-3031
Fax (252) 977-7789

WINCHESTER
712 North Kent Street
Winchester, VA 22601
(540) 665-0320
Fax (540) 665-0281

MAJOR ACCOUNT AGREEMENT

This agreement identifies the features and benefits of the **Major Account Program** to be instituted on behalf of **Smartbox Moving & Storage** by VBS Inc. Material Handling Equipment. This program is designed to provide **Smartbox Moving & Storage** with the highest level of product and support services.

PORTABLE SELF STORAGE, LLC.

The **Major Account Program** is structured as follows:

- ☐ Your VBS Major Account Sales Representative, **Steve Hawks**, will act as *point man* for coordinating your equipment needs. All quotation requests and equipment orders need to be sent to **Steve Hawks**, VBS Inc. (Richmond, VA location). Equally, any and all requests or concerns should be directed to **Steve Hawks** at (800) 449-7837 or fax (804) 231-1071; thereby, providing **Smartbox Moving & Storage** with a direct and responsive communications support mechanism.
- ☐ As a **Major Account**, **Smartbox Moving & Storage** can be confident it is dealing with an established and reputable world-class manufacturer of material handling equipment – Hyster Company. As their history has proven, Hyster Company continues to provide singular and innovative product *and solutions* as a hallmark of their commitment to their customer base.
- ☐ Consistent pricing on quality Hyster equipment equates to a solid value with a “no-surprises” ordering process, eliminating the need for constant re-evaluation of purchasing costs. Through the Major Account Program, you will enjoy on average a 6% price savings on Hyster equipment.
- ☐ Long term planning for equipment needs is accomplished as a result of systematic monitoring and tracking of current and future material handling needs throughout all plant locations.
- ☐ **Smartbox Moving & Storage** realizes an inherent controlled cost advantage in terms of budgetary requirements and equipment deliveries. This is achieved through consistent cost savings and by working with each individual plant and forecasting when the equipment will be needed. Once that is determined, we will work with the factory in securing availability slots so the equipment will arrive within each plant's planning period.
- ☐ Each servicing Hyster dealer participates in the sale of the equipment through a dealer-paid co-operative agreement, insuring that all **Smartbox Moving & Storage** plants receive a consistent level of service and parts support.
- ☐ As your Major Account Representative, **Steve Hawks** will coordinate with the local sales representatives in evaluating and specifying the proper equipment and service support to best serve each location, including such areas as training and/or factory field service engineering support.

VBS Inc. offers **Smartbox Moving & Storage** the full extent of its 50 years experience, as a Hyster Dealer and as a proven professional in the material handling industry, through its distinguished Major Account Program, as signified by the authorizations provided below.

VBS Inc. Material Handling Equipment

Authorized by:

Authorized Signature

MAJOR ACCOUNTS REPRESENTATIVE & CEO

Title

3-23-05

Date

Smartbox Moving & Storage

Accepted by:

Authorized Signature

Title

3-22-05

Date

SMARTBOX LOCATIONS

Smartbox Portable Storage of Richmond
5310 Markel Road
Suite 105
Richmond, Virginia 23230

Smartbox
10900-A South Commerce Blvd.
Charlotte, NC 28206