



## HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

### BLUE BIRD DEALER PROGRAM GUIDELINES

Updated 5/25/11

Dealers should follow these guidelines for Blue Bird along with the General Dealer Guidelines which are also posted on the Hyster Digital Dealer. All dealer guidelines are available on the Hyster Digital Dealer website under Hyster Fleet – Dealer Program Guidelines. Any claim that does not follow these guidelines or the guidelines set forth in the General Dealer Guidelines can be denied or short paid.

#### PROGRAM DETAILS

- Initial Program Start Date – July 1, 2008
- Locations Included – Fort Valley, GA

#### FULL MAINTENANCE/TIME & MATERIAL – AVOIDABLE DAMAGE

- Some repairs are performed on a time and material basis
- Some repairs are covered under full maintenance
- Units that are covered under the full maintenance program that are pass through to the dealer will be paid at the monthly schedule rate according to the contract agreement. All other repairs that are out of scope must be repaired according to the contract agreement.
- Dealers will be reimbursed for travel ([if site has an onsite tech](#)) and labor at \$67.00 per hour.
- Hyster and Unisource parts will be reimbursed at current fleet parts pricing based on the date the fleet claim is received.
- Markup on non-Hyster parts should not exceed 30%.
- HFS reserves the right to review and deny payment on any fees we do not consider reasonable or that are excessive.
- Repairs Not Covered under Full Maintenance
  - Repairs and replacement of tires
  - Attachments
  - Batteries
  - Chargers
  - Light bulbs
  - Avoidable damage
- Charges Not Allowed
  - No travel
  - Environmental fee
  - Shop supply
  - Fuel surcharges, mileage, service call, van usage charges, etc
- Notification of customer damage

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- Incidents of customer abuse/avoidable damages should be noted in the claim description

### PERIODIC MAINTENANCE

- It is the responsibility of the dealer to perform timely PM's – HFS will not dispatch PM's.
- Forklifts – dealer labor rates calculated using the time to perform the PM per the FleetSmart PM Rate Guide multiplied by the discounted labor rate.
- Misc Units (non forklift/non Hyster) – actual time to perform at discounted labor rate. Parts would include recommended oil, grease, filter etc.

### MISCELLANEOUS PROGRAM DETAILS

- Dealer will submit a type 6 Fleet Claim to Hyster Fleet for reimbursement of PM's as well as time and materials repairs.
- Note on the claim if repair is related to "Customer Damage or Abuse".
- Hyster will assess a late fee for any claim that is received more than 30 days from the date of completion of the repair.
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date of completion of the repair.
- If any claim is disputed and not paid by Blue Bird as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer.

### RENTALS

- Rentals should be arranged by the dealer, upon request by the customer location.
- [The dealer should follow the Hyster FleetSmart Rental Guide dated June 1, 2009](#)
- Effective 6/21/10 Rental Serial # - dealer will submit a claim using the serial number of the actual rental unit.
- Dealer will submit a contact management ticket or contact our call center to issue a rental serial number
- If unit is down, note on the claim the problem and the reason for the rental.
- Note the start and end date of the rental period on the claim
- The rental charge should be submitted in the miscellaneous section on the claim.
- On the claim in the miscellaneous section should be one of the following descriptions: [RENTAL; DAILY; WEEKLY; MONTHLY](#).
- Generic serial number for rental is no longer being used.
- Claim submitted with a generic serial number will be denied.
- If there are any questions on rental please submit a contact management ticket

### QUOTES

- Effective 2/7/11 - All repairs in excess of \$1000 require approval from Hyster Fleet Services prior to completing the repair.

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- A Quote is now required before work is performed. Any quote submitted after repairs are made will be denied.
- Dealer must call for a service call to be dispatch in order to submit a quote
- Quote must be submitted through the portal on the Digital Dealer site within D3
  - All labor and parts need to be broken out (no lump sum totals).
  - We will not approve any charges for miscellaneous items such as fuel surcharges, mileages, service call charges, van usage charges, etc.
  - No taxes should be listed on quote
  - Use the discounted labor rate.
  - **Hyster Fleet possibly will order parts depending on part price NDA if in stock. The quote will be sent back to the dealer requesting that they remove the part from the quote.**
  - Repairs cannot be split into two claims in order to bypass the quote threshold
- Once quote is submitted by dealer it will be reviewed by Hyster Fleet Personnel.
- Make sure your quote is accurate before submit.
- Note on the claim if the repair is caused by customer damage or abuse.
- **A notification in a quote email will be sent back to dealer with the status**
  - If quote is approved – PO # will be listed
  - Dealer should then move forward with the repair in a timely manner
  - Dealer should submit a claim to HFS once the repair is completed
  - Dealer should include the service call ID # and PO # on the fleet claim.
  - Claim over \$1000 that does not reference a quote approval with PO # will be denied.
    - If quote is denied
    - Dealer should submit a claim to HFS for the diagnostic labor only
    - Dealer should not perform any other repairs or PM on unit

### CENTRALIZED DISPATCHING

- Not required with this program at this time

### CONTACT LISTING

*For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please use Contact Management.*

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