



HYSTER COMPANY

Americas Division

EMPIRE TODAY DEALER PROGRAM GUIDELINES

Updated 11/18/2009

PROGRAM DETAILS

- Initial Program Start Date – March 24, 2008
- Locations Included - all Empire Today locations (United States and Canada)
- This is a Dealer Managed National Account managed by Ron Myers of United Lift Truck.

TIME AND MATERIAL REPAIRS

- All repairs are performed on a time and material basis.
- Dealers will be reimbursed for travel and labor at the dealer's published hourly labor rate as of December 1, 2008 less a 15% discount. The time claimed for travel should not exceed the maximum amount allowed by Mapquest.
- Rates will be valid for repairs completed by 12/31/09 and will be reviewed and adjusted at that time based on the dealer's current published rate.
- 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 20%.
- Reasonable fees such as Environmental Fees and Shop Supplies may be included, however, Hyster Fleet reserves the right to review and deny payment of any fees we do not consider reasonable or that are excessive, such as fuel surcharges, laptop fees, service charges.

BASIC PERIODIC MAINTENANCE

- All units will be covered under a Basic Periodic Maintenance program.
- Dealers will be paid a flat rate plus parts for all basic PM's.
- Empire Today has elected not to perform extended PM's (Levels C, D, and E)
- PM's will be coordinated and dispatched to the dealer network for completion by Hyster Fleet Services.
- Servicing dealers will receive an e-mail reminder the first of the month for all PM's that are to be completed during the month.

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- To meet the targeted program goal of 100% on time PM completion we need your assistance in completing all assigned PM's during the month.
- Dealers will be reimbursed for PM's on a flat rate basis using a discount of 22.5% off the dealers published labor rate as of December 1, 2008.
- PM rates will be locked through December 31, 2009 and will be reviewed and adjusted annually thereafter.
- Flat rates for PM's will be calculated by multiplying the following PM completion time for each equipment type by the dealers discounted labor rate as calculated above. For example, a dealer with a published labor rate of \$90 per hour would have a base PM labor rate of \$69.75 (\$90 less 22.5%) per hour for PM's. The flat PM rate for a sit down IC unit would be \$69.75 (1.0 hours times the hourly rate of \$69.75).

Equipment Description	PM Flat Time
4,000# to 6,000# Sit Down IC Units	1.0 Hour
Walkie and Walkie/Stackers	.80 Hour

- Additional service or parts found during a PM should be performed on a time and materials basis and must be submitted to HFS as a separate fleet claim.

100 HOUR SERVICE

- This service will be coordinated and dispatched to the dealer network for completion by Hyster Fleet Services.
- Dealers will be reimbursed at 1.5 hours times their hourly discounted PM labor rate (published less 22.5% as of 12/1/08) plus parts.
- 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 20%.
- Reasonable fees such as Environmental Fees and Shop Supplies may be included, however, Hyster Fleet reserves the right to review and deny payment of any fees we do not consider reasonable or that are excessive.

CENTRALIZED DISPATCHING

- All service repairs are to be dispatched through HFS.

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- Hyster Fleet Services has established a centralized toll free number (888-854-1844) which has been provided to all Empire Today locations to call for service.
- If you receive a call directly from the customer for service please direct them to the toll free number above.
- After hours service support will also be provided by the Hyster Fleet Call Center.
- Hyster Fleet will log the service call and dispatch the request for service to the appropriate servicing dealer.

QUOTES

- All repairs in excess of \$500 require approval from HFS prior to completing the repair.
- **Quotes are required before work is performed. All quotes submitted after repairs are made will be denied.**
- Quotes should be submitted on the Empire Today quote form
 - All labor and parts need to be broken out – no lump sum totals.
 - No taxes should be listed on quote
 - Use discounted labor rate.
- For purposes of determining the \$500 quote threshold please use a labor rate of \$90.00 per hour. Dealers will be paid at the labor rate for time and materials repairs as noted above.
- Dealers should submit all quotes directly to Hyster Fleet via e-mail (empiretodayservice@hyster.com). Faxes will not be accepted.
- Repair quotes should be submitted for approval within 24 hours of the original service call.
- Hyster Fleet will review the quote for compliance with the program guidelines and submit it to Empire Today for approval.
- As quotes are received, Hyster will submit to Empire Today for review and will advise dealers of approval or denial upon notification from Empire Today Corp.
 - If the quote is approved
 - HFS will forward a PO# to the dealer by email
 - Dealer should move forward with the repair in a timely manner
 - Dealer should submit a claim to HFS once the repair is complete
 - Dealer should include the PO# on the fleet claim. Claims over the quote limit that do not reference a valid PO# will be denied.
 - If the quote is denied

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- Dealer should submit a claim to HFS for the labor and material already in the job.
 - Dealer should not perform any other repairs or PMs to the unit
- Repairs can not be split into two claims in order to bypass the quote threshold.
- **Hyster Fleet reserves the right to deny payment of any fleet claim in excess of \$500 that has not been approved by Empire Today corporate.**

MISCELLANEOUS PROGRAM DETAILS

- Dealers will submit a Type 6 Fleet Claim to Hyster Fleet for reimbursement of PM's as well as time and materials repairs.
- 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.
- Dealers are no longer required to fax signed copies of work orders to Hyster Fleet Services.
- This program does not include rentals (HFS does not arrange rentals or approve rental claims).
- If any claim is disputed and not paid by Empire Today as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer.
- Premium rates for Emergency Services are as follows:
Hours Monday -Friday (Excluding Holidays) - 150% of discounted T&M labor rate
After Hours Weekends and Holidays - 200% of discounted T&M labor rate

CONTACT LISTING

For questions regarding service call dispatch, etc. please contact:

Sharon Batchelor

Direct: 252-931-5848

E-Mail: ahsbatch@hyster.com

For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please contact:

Greg Owens

Direct: 252-561-7050

E-Mail: ahgowens@hyster.com

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For general program questions or assistance please contact:

Bob Lyons

Direct: 252-931-5597

E-Mail: ahblyons@hyster.com

For questions on new unit sales please contact:

Ron Myers / United Lift Truck

Direct: 708-547-7300

Mobile: 708-514-8523

Fax: 708-547-6428

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