



HYSTER COMPANY

Americas Division

ESTES DEALER PROGRAM GUIDELINES Updated 06/17/2011

Dealers should follow these guidelines for Estes Express Lines, 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 adjusted.

TIME AND MATERIAL REPAIRS

- Dealers should submit claims for any repairs performed on Este's equipment **within 45 Days** – these charges will be invoiced to the customer by Hyster Fleet. **Claims older than 45 Days will be denied.**
- Dealers will be reimbursed for travel and labor for time to and from their respected location
- All claims/work orders will be evaluated for accuracy and reasonableness with regard to the stated repair work
- Charges not allowed
 - Miscellaneous items such as fuel surcharges, service call charges, van usage charges, trip charges
- Hyster and Unisource parts will be reimbursed at current fleet parts pricing.
- **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. As a rule, proper clarification is suggested to support fees exceeding 6% total labor cost.
- Freight Charge-Do not charge freight on claims that are for regular maintenance repairs unless approved within a quote.

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- Notification of customer damage
 - Technicians should clearly note on the work order if the repair was a result of customer damage. This is an important step in providing accurate reporting for the customer.

PERIODIC MAINTENANCE

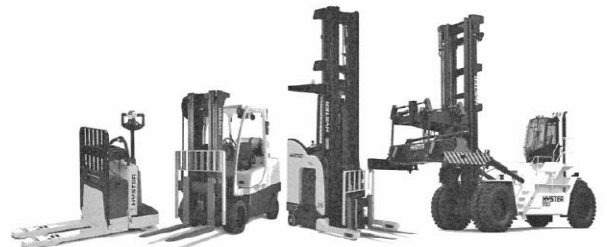
- Dealers currently supporting PM programs with the Estes locations may continue their program. Basic PMs should be completed and not to exceed \$120.00. Travel should not be charged if there is a group of three services for that location. (PM Service, Transmission Service, Repair)
- PM Service calls are the responsibility of each Estes' location and will be dispatched through Hyster Fleet.

PM Services are to be completed within 5 business days of receiving the dispatch.
(Dealers are to call Estes locations and schedule once you have received a Hyster Service Call ID)

- **PO's issued for PM services are to be used only for the PM Service.** If other repairs are needed at that time you must obtain a separate PO number from the location. Do not leave additional Parts at the locations and charge them to the PM Service PO Number.
- **PO's will no longer be issued for repairs after the repair has been completed**
Do not do the repair until you have a PO number.
- Transmission services are dispatched in groups the same as PM services through Hyster Fleet and are not to be charged travel charges when grouped together in groups of 3.
- DO NOT PERFORM OTHER SERVICES ON UNITS WHILE PERFORMING PM AND TRANSMISSION SERVICES AND CHARGE TO THE SAME PO NUMBER. YOU MUST GET ANOTHER PO NUMBER IF ADDITIONAL SERVICES ARE REQUIRED AT THIS TIME.

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MISCELLANEOUS PROGRAM DETAILS

- **Estes PO #s are to be on the fleet claim in the PO field**
- If any claim is disputed and not paid by Estes Express 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

- Rental Program Start Date: 10/1/09
- Este's locations and corporate will now use Hyster fleet to dispatch request for short term rentals. Dealers are to bill Hyster fleet via a type 6 Fleet claim, using the equipment serial number of unit.
- Please ensure that a PO is in hand prior to delivery of the rental. Include on every rental claim to the approved PO. Payment will be issued specific to the validity of the PO issued. PO's are only valid up to \$1,000.00.
- Pricing for rentals should be at least 20% off published rental rates.

CENTRALIZED DISPATCHING

- Dispatch for rentals are to be dispatched through HFS
- Refer rental service request that are made directly to your dealership to the HFS toll free number (877-874-9570). The service request, including after hour service for rental will then be dispatched to your dealership.

QUOTES

- A quote must be submitted to Hyster Fleet using the Hyster Fleet Portal on all repairs over \$1,000.00. (PO's are only valid up to \$1,000.00. Any repairs over \$1,000.00 must have an approved quote)

HYSTER FLEET CONTACT LISTING

For questions regarding fleet claim submission, claim payment, invoicing, service repair etc. please submit a Contact Management ticket which will be routed to Cindy Taylor, the Hyster Fleet Program Manager.

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