



HYSTER COMPANY

Americas Division

ESTES PARTS PROGRAM DEALER PROGRAM GUIDELINES Updated 2/26/10

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.

PROGRAM DETAILS

- Program Start Date – August 16, 2009
- Locations Included – 6 Estes locations
 - o 2102 W. Valley Hwy North Auburn, WA - Location 223
 - o 5375 W. 56th Avenue Commerce City, CO - Location 224
 - o 123 Threet Industrial Blvd Smyrna, TN - Location 037
 - o 10736 Cherry Ave Fontana, CA - Location 295
 - o 3925 Singleton Blvd Dallas, TX - Location 89
 - o 2800 Electra Drive Greensboro, NC - Location 017
- This is a pilot program so other locations may be added at a later date.

PROCESS

- Estes location makes a parts order via the Hyster Customer Portal.
- Parts order is automatically routed to appropriate dealer by the portal – Hyster Fleet does not play a role in this step. Hyster Fleet also receives a copy of the parts order.
- Dealer receives parts request, the dealer should read the comments placed with the request.
- Dealer should contact local Estes location to state availability date of order.
- See Freight Detail in next section of parts freight is required.
- **Estes to pick up parts from dealer or dealer to provide local delivery at no charge.**
- Dealer submits a type 6 fleet claim via the warranty system to get reimbursed for the part(s).
- Hyster fleet compares claim to the parts order and approves payment according to the parts order. Any additional parts submitted on the claim that were not part of the order will not be approved for payment.

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PARTS ORDERS

- This program does not include any service for repairs – these instructions are for the parts program only.
- Dealers will be reimbursed based on the part numbers, quantities and prices listed on the order.
- Dealers should submit a complete claim including all parts listed in the parts request.
- **Partial part orders will be allowed**
- Please enter the PO/order # in the PO number field – if it is not included the claim will be denied.
- Fleet claims must adhere to the following guidelines so that we can process them for payment.
 - Claim Type: Type “6”
 - Truck Model: Use “PARTS”
 - Installation Date: Enter the program start date or you can leave blank
 - Truck Serial Number Use: All serial numbers should be in the format of ESTPTSXXXX where XXXX is the numerical location code provided by Estes. (Locations above), all except location 295, for serial # please use ESTPTS295
 - Hour Meter Reading: Use “1”
 - Work Order Open and Close Date: Use the parts ticket date.
 - **Purchase Order: Enter the Estes Purchase Order #, and the Packing Slip #, enter the packing slip # on every claim submitted or claim will be denied**
 - **Parts:** Enter part number, quantity, and description. Hyster and Unisource parts will be paid at the Hyster Fleet Parts Pricing in effect as of the date of the Purchase Order.
 - **Complaint/Finding/Resolution:** Please note on the claim “Estes Purchase Order Number” and the packing slip number for each section.
 - Dealer Claim **Number:** determined by the dealer
 - Dealer Work Order Number: Should be the work order number or parts ticket number from your dealership.

FREIGHT

- Freight: Approval is needed by ESTES Corporate
- Freight will not be paid if no pre approval rec'd from corporate
- The customer may withhold payment of freight or delivery fee costs that were not pre-approved.
- If the local location request freight or delivery for a fee, email JC and copy the program manager Ruby Severado on the email.

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MISCELLANEOUS PROGRAM DETAILS

- **Miscellaneous Charges:** Hyster Fleet will not pay any miscellaneous charges on any claims.
- **Billing:** There should not be no direct billing to “ESTES” all billing goes directly to Hyster Fleet.
- **Hyster will access a late fee for any claim received more than 30 days from the date on the PO order listings.**
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date on the PO order listing.
- **Parts claims follow the same rules for timely submission as repair claims.** If details are needed, refer to the Digital Dealer (Hyster Fleet/Dealer Program Guidelines/General Dealer Guidelines).
- **Contact Information Listed Below**

Jim Cliborne (J.C.)
jclibornes@estes-express.com
Parts Manager
Estes Express Lines
1200 Commerce Rd.
Richmond, VA 23224
Phone: 804-231-6190
Fax: 804-232-6789

* **Note on claim:** Freight pre-approved by JC. This will inform the processor freight is approved and therefore you will not be short paid.

HYSTER FLEET CONTACT LISTING

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

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