



## HYSTER COMPANY

*Americas Division*

### ESTES PARTS PROGRAM DEALER PROGRAM GUIDELINES Updated 9/3/09

#### PROGRAM DETAILS

- Program Start Date – August 16, 2009
- Locations Included – 6 Estes locations
  - o 2102 W. Valley Hwy North Auburn, WA
  - o 5375 W. 56<sup>th</sup> Avenue Commerce City, CO
  - o 123 Threet Industrial Blvd Smyrna, TN
  - o 10736 Cherry Ave Fontana, CA
  - o 3925 Singleton Blvd Dallas, TX
  - o 2800 Electra Drive Greensboro, NC
- 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 order and **ships** parts to appropriate Estes location.
- 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.

#### PARTS ORDERS

- This program does not include any service or repairs – it is a parts program only.
- Dealers will be reimbursed based on the part numbers, quantities and prices listed on the order.
- **Process partial orders an issue?**
- **Claims need a PO/order # in the PO number field – if it is not included the claim will be denied.**

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- 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
  - **Truck Serial Number:** Use the serial number assigned for each location below. All serial numbers are in the format of ESTESPTSXXXX where XXXX is the numerical location code provided by Estes.
  - **Hour Meter Reading:** Use “1”
  - **Work Order Open and Close Date:** Use the work order or parts ticket date.
  - **Purchase Order:** enter the Estes Order/PO#
  - **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:** Use “Estes Parts Order” for each section.
  - **Dealer Claim #:** determined by the dealer
  - **Dealer Work Order Number:** Should be the work order number or parts ticket number from your dealership.
  - **Freight:** Freight is **only** allowed for **RUSH orders**. An order is considered a RUSH order if the ‘Delivery Date’ on the PO is the same day or day following the date the PO was issued. Freight charges for RUSH orders should be submitted as a miscellaneous item. Freight should have a description of “Inbound Freight”, “Outbound Freight”, or “Emergency Charges”. If you have more than one of the above on a single claims submission please submit as multiple miscellaneous items with the proper description and amount for each item.
  - **Miscellaneous Charges:** Hyster Fleet will not pay any other miscellaneous charges on any claims (i.e. fuel surcharge, etc.). Requests for payment of any miscellaneous charges will be denied.
- 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).

### 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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