



HYSTER COMPANY

Americas Division

General Dealer Claim Submission Guidelines Hyster Fleet Updated 8/17/09

Dealers should follow these general guidelines for claim submission for all Hyster Fleet customers. This is not meant to be a substitute for the detailed dealer program guidelines for specific fleet customers. 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 Dealer Program Guidelines can be denied or short paid.

- Ensure repair is not covered under standard or extended warranty. If so, submit claim to as a type 1 claim to the warranty department.
- Ensure parts submitted on claim are not covered under 6 month aftermarket warranty
- Periodic maintenance should be submitted separately from other repairs.
- For any customers that require quotes, an approved quote is required before work is performed and should be submitted for approval within 24 hours of the original service call. All quotes submitted after repairs are made will be denied. Repairs can not be split into two claims in order to bypass a quote threshold.
- Claims received after 45 days from the end repair date will be denied. Claims received after 30 days from the end repair date will be assessed a late fee.
- If any claim is disputed and not paid by the customer as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse or adjust payment to the dealer. Proper adjustments will be made once the dispute is settled.
- Dealers should only submit one serial number per claim.
- If you are re-filing a claim that was previously short paid or denied, make a note of the re-submission and original **Hyster** claim number in the Complaint Text of the claim.
- If you are re-filing a claim that was previously short paid or denied, submit the claim with the original work order number (do not add letters or alter the work order number).
- Include any information relevant to the repair or claim submission in the claim description of the claim, specifically why the failure occurred.
- The claim description of the claim should justify the parts and labor requested on the claim. For example, a \$100 claim needs a \$100 description and a \$1000 claim needs to \$1000 description.

FleetSmart





HYSTER COMPANY

Americas Division

- Dealers should clearly note in the claim description any instances of customer damage for coding and tracking purposes by Hyster Fleet. This is an important step in providing accurate coding for the customer.
- Do not include any pricing in the Complaint Text of the claim.
- When completing more than one work order at one location in the same day, only request travel once.
- If the customer requires a work order for back up, send those to Fleet the same day you submit the claim.
- Remanufactured parts should not have core charges submitted to Fleet.
- If the repair is fuel related, ensure that it not meet the EPA Emission Control Warranty Statement, if so submit to warranty.
- Fortis Model Units Equipped with mini lever module hydraulic controls have a 5 year 10,000 hour extended warranty on units delivered beyond 1-1-06. You should only submit 1 hour labor, travel time and parts to warranty on this issue.
- Ensure PM's are not performed prematurely. A good process is to equip technicians with the last PM meter reading, before the current PM is completed.
- For full maintenance units, out of scope repairs should be submitted separately from full maintenance repairs.
- Include the following on fleet claims to reduce the risk of denial
 - Correct serial number
 - Accurate start and end repair dates – if there is a significant span in repair date please explain in claim description - example: parts were on backorder
 - Correct hour meter reading
 - Enter PO number in the PO number field if the customer has a quote limit
 - Submit correct work order numbers – do not add letters or numbers
- Dealers are reimbursed for Fleet claims according to the Warranty Payment Schedule. Dealers will receive Fleet payment detail separate from their warranty payment detail.

FleetSmart

