

Service Provider Program Guide

IFCO Systems North America



October 10, 2010

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Section 1 Rates

Labor (standard rate): 85% of the prevailing Service Providers' Customer Billing rate ("Contract Labor Rate")

Labor (premium service rate): There is a premium service charge as follows for all service calls made outside regular business hours will be charged a premium rate as follows:

Evening and Saturday hours:

Weekday evenings: 5:00 p.m. – 9:00 p.m.	Service Providers' then published Customer hourly service rates for labor	100%
Weekday and Saturday Evening rates after 9:00 p.m.	Contract Labor Rate	125%
Saturdays	Service Providers' then published Customer hourly service rates for labor	100%
Sunday hours	Contract Labor Rate	150%
Holiday hours	Contract Labor Rate	200%

There will be a minimum two (2) hour charge for service calls made outside of Service Providers' regular business hours. **You must state time in and out in claim when service is performed is afterhours in order to be compensated properly.**

Parts: Fleet Pricing

Periodic Maintenance Service:

PM rates are set at \$110.00 for **parts, labor and travel** where the Service Provider is within 40 miles of the site. Additional travel will be paid to those locations more than 40 miles, per the travel guide. This is a Level 1 PM Service.

If you have additional items that are required at time of PM Service on a regular basis due to location conditions, such as an air filter, please submit with PM claim.

PM Service will be completed every 21 or 30 days and the dealer will be dispatched at the appropriate times. The dealer will need to call to schedule prior to arriving at customer site so that the customer will have the equipment available for the dealer and the Tech will not incur additional wait time.

Travel Time: Travel time will be billed per the approved travel guideline chart retained by NMHG Fleet in Greenville.

Section 2 Key Contacts

Name	Title/Function	Phone	Fax	Address	Email
Mize, Roxann	Program Manager	252-561-7049	252-752-0438	1400 Sullivan Drive. Greenville, NC 27834	aarmize@nmhg.com
Bass, Chris	Senior Program Manager	252-561-7129	252-752-0438	1400 Sullivan Drive. Greenville, NC 27834	aacbass@nmhg.com
Fleet Hotline		1-866-395-9609		1400 Sullivan Drive. Greenville, NC 27834	

Section 3 Procedures and Program Specific Information

*****KEY CRITERIA FOR SUCCESS*****

RESPONSE TIMES

ALL SERVICE REQUESTS ARE DISPATCHED VIA EMAIL

CHECKING EMAILS IS KEY TO SUCCESSFULLY RESPONDING TO SERVICE REQUESTS

Service Requests: Customer will submit all service requests through the customer portal. Dealer will be responsible for retrieving and dispatching all service requests in a timely manner per the customer guide lines. **Emergency requests will need to be called in on our after hours number.** All service requests submitted via the web will be handled during normal business hours.

Equipment (program scope): This program provides maintenance and repair services for all Yale and non-Yale equipment please refer to Dealer Sub-Contracts for details. All repairs are to be performed on a time and materials basis.

Invoicing: Service providers are to Invoice Fleet at the agreed amounts and rates for parts and labor. Service Provider must file time and material billings through the Fleet System, within **30 days** of end repair date, for consolidation by Fleet Management.

Claims **must include hour meter readings** and have the **Service Call Number** listed in the details. All **avoidable damage claims** should be clearly stated within the claim detail.

Quotes Required (repairs): Repairs in excess of **\$1000** are to be quoted through the Fleet Portal to the Fleet Program Manager and must be approved by the Fleet Program Manager **prior** to performing the work.

Response Times:

- Response time for Dealers that are equal to or less than 1 hour away:
Weekdays -- 4 hours from time of contact.
Evenings, weekends, and holidays -- 4 hours from time of contact.
- Response time for Dealers that are more than 1 hour away, but not more than 2 hours away:
Weekdays -- same day service if service call is placed before noon. Otherwise next day service.
Evenings, weekends, and holidays -- same day service if service call is placed before noon. Otherwise next day service.
- Response time for Dealers more than 2 hours away:
Weekdays -- next day service.
Evenings, weekends, and holidays -- next day service.

Scheduled Maintenance: Dealer is to schedule and perform all PM Service at the date and time agreed to, and perform all such maintenance in accordance to industry best practices.

Section 4 Procedures & Rates for STR's

These rates apply to a calendar month and are available by calling the Fleet Program Manager who will arrange the rental term. The guidelines for obtaining a short-term rental unit are as follows:

- All rentals must be requested by an customer approved appointee
- All rentals will be coordinated through the Fleet Program Manager
- Weekly and Monthly Rates
- Equipment – standard rates as follows
- Hours are unlimited
- Maintenance is included with the exception of avoidable damage.
- Tax is **not** included

Delivery/Abuse Procedures: To reduce the number of denials for repair of abuse to short term rentals, dealers are requested to provide pre and post delivery digital pictures (1 front, 1 rear and 1 of each side) along with signed and dated pickup and delivery inspection forms noting the damage with each quote for repair. Without this documentation IFCO will deny any quotes for the abuse of short term rental equipment.

Pick-Up and Delivery Charges: There is an additional charge for each pick up and delivery, per truck. The rate of **\$150.00** per truck per pick up or delivery will be charged for drayage within a 40-mile radius of the Dealer. Charges for pick up and delivery beyond a 40-mile radius will be at the dealer prevailing rate, if greater than \$150.00 or approximately \$1.50 per mile.

Short Term Rental Rates		
Model	Monthly (\$)	Weekly (\$)
GLP030VX/Comparable	950.00	300.00
GLP050VX/Comparable	950.00	315.00

Section 5 Equipment Warranty Information

Serial Number	Standard Warranty Expires	Extended Warranty	Extended Warranty Expires
C810V04224H	8/17/2013	U390IF/36M/9000HR	8/17/2013
C810V04223H	8/17/2013	U390IF/36M/9000HR	8/17/2013
C810V04219H	8/17/2013	U390IF/36M/9000HR	8/17/2013
C810V04216H	8/5/2011	U390IF/36M/9000HR	8/5/2013
C810V04215H	8/5/2011	U390IF/36M/9000HR	8/5/2013
C810V04210H	8/6/2013	U390IF/36M/9000HR	8/6/2013
C810V04209H	8/6/2013	U390IF/36M/9000HR	8/6/2013
C810V04208H	8/6/2013	U390IF/36M/9000HR	8/6/2013
C810V04207H	8/5/2011	U390IF/36M/9000HR	8/5/2013
C810V04206H	8/5/2011	U390IF/36M/9000HR	8/5/2013
C810V04201H	7/20/2012	U390IF/36M/9000HR	7/20/2013
C810V04200H	7/20/2012	U390IF/36M/9000HR	7/20/2013
C810V04199H	7/20/2012	U390IF/36M/9000HR	7/20/2013
C810V04196H	7/16/2012	U390IF/36M/9000HR	7/16/2013
C810V04195H	7/16/2012	U390IF/36M/9000HR	7/16/2013
C810V04194H	7/16/2012	U390IF/36M/9000HR	7/16/2013
C810V04193H	7/16/2012	U390IF/36M/9000HR	7/16/2013
C810V04192H	7/9/2012	U390IF/36M/9000HR	7/9/2013
C810V04191H	7/23/2012	U390IF/36M/9000HR	7/23/2013
C810V04164H	6/29/2012	U390IF/36M/9000HR	6/29/2013
C810V04160H	6/17/2012	U390IF/36M/9000HR	6/17/2013
C810V04157H	6/17/2012	U390IF/36M/9000HR	6/17/2013
C810V04156H	6/17/2012	U390IF/36M/9000HR	6/17/2013
C810V04155H	6/17/2012	U390IF/36M/9000HR	6/17/2013
C810V04154H	6/17/2012	U390IF/36M/9000HR	6/17/2013
C810V04138H	6/25/2012	U390IF/36M/9000HR	6/25/2013
C810V04137H	6/3/2012	U390IF/36M/9000HR	6/3/2013
C810V03981G	1/8/2012	U390IF/36M/9000HR	1/8/2013
C810V03980G	1/15/2012	U390IF/36M/9000HR	1/15/2013
C810V03979G	1/18/2012	U390IF/36M/9000HR	1/18/2013
C810V03974G	12/31/2011	U390IF/36M/9000HR	12/31/2012
C810V03973G	1/8/2012	U390IF/36M/9000HR	1/8/2013
C810V03968G	1/14/2012	U390IF/36M/9000HR	1/14/2013
C810V03967G	12/30/2011	U390IF/36M/9000HR	12/30/2012
C810V03966G	12/30/2011	U390IF/36M/9000HR	12/30/2012
C810V03965G	1/7/2012	U390IF/36M/9000HR	1/7/2013
C810V03964G	1/7/2012	U390IF/36M/9000HR	1/7/2013
C810V03961G	12/14/2011	U390IF/36M/9000HR	12/14/2012
C810V03957G	12/28/2011	U390IF/36M/9000HR	12/28/2012
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C810V03945G	12/23/2011	U390IF/36M/9000HR	12/23/2012
C810V03944G	1/25/2012	U390IF/36M/9000HR	1/25/2013
C810V03943G	12/7/2011	U390IF/36M/9000HR	12/7/2012
C810V03942G	12/9/2011	U390IF/36M/9000HR	12/9/2012
C810V03927G	11/23/2011	U390IF/36M/9000HR	11/23/2012

C810V03926G	12/7/2011	U390IF/36M/9000HR	12/7/2012
C810V03925G	12/9/2011	U390IF/36M/9000HR	12/9/2012
C810V03924G	12/7/2011	U390IF/36M/9000HR	12/7/2012
C810V03922G	12/9/2011	U390IF/36M/9000HR	12/9/2012
C810V03921G	12/9/2011	U390IF/36M/9000HR	12/9/2012
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C810V03909G	11/10/2011	U390IF/36M/9000HR	11/10/2012
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B875V02085F	12/3/2010	U390IF/36M/9000HR	12/3/2011

B875V02084F	12/4/2010	U390IF/36M/9000HR	12/4/2011
B875V02058F	12/31/2010	U390IF/36M/9000HR	12/31/2011
B875V02057F	12/4/2010	U390IF/36M/9000HR	12/4/2011
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B875V02055F	12/8/2010	U390IF/36M/9000HR	12/8/2011
B875V02054F	12/18/2010	U390IF/36M/9000HR	12/18/2011
B875V02051F	12/4/2010	U390IF/36M/9000HR	12/4/2011
B875V02050F	12/4/2010	U390IF/36M/9000HR	12/4/2011
B875V02049F	12/11/2010	U390IF/36M/9000HR	12/11/2011
B875V02048F	1/2/2011	U390IF/36M/9000HR	1/12/2012
B875V02047F	1/2/2011	U390IF/36M/9000HR	1/12/2012
B875V02046F	12/18/2010	U390IF/36M/9000HR	12/18/2011
B875V02045F	12/31/2010	U390IF/36M/9000HR	12/31/2011
B875V02042F	12/29/2010	U390IF/36M/9000HR	12/29/2011
B875V02018F	11/28/2010	U390IF/36M/9000HR	11/28/2011
B875V02017F	12/11/2010	U390IF/36M/9000HR	12/11/2011
B875V01960F	12/10/2010	U390IF/36M/9000HR	12/10/2011
B875V01959F	11/20/2010	U390IF/36M/9000HR	11/20/2011
B875V01958F	11/20/2010	U390IF/36M/9000HR	11/20/2011
B875V01933F	12/8/2010	U390IF/36M/9000HR	12/8/2011
B875V01918F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01917F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01916F	11/17/2010	U390IF/36M/9000HR	11/17/2011
B875V01912F	11/6/2010	U390IF/36M/9000HR	11/6/2011
B875V01910F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01909F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01908F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01907F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01905F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01904F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01902F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01901F	11/12/2010	U390IF/36M/9000HR	11/12/2011
B875V01900F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01899F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01897F	12/8/2010	U390IF/36M/9000HR	12/8/2011
B875V01892F	12/1/2010	U390IF/36M/9000HR	12/1/2011
B875V01891F	12/10/2010	U390IF/36M/9000HR	12/10/2011
B875V01890F	11/20/2010	U390IF/36M/9000HR	11/20/2011
B875V01885F	11/14/2010	U390IF/36M/9000HR	11/14/2011
B875V01883F	11/25/2010	U390IF/36M/9000HR	11/25/2011
B875V01882F	11/25/2010	U390IF/36M/9000HR	11/25/2011
B875V01868F	11/25/2010	U390IF/36M/9000HR	11/25/2011
B875V01852F	10/22/2010	U390IF/36M/9000HR	10/22/2011
B875V01832F	10/22/2010	U390IF/36M/9000HR	10/22/2011
B875V01831F	10/22/2010	U390IF/36M/9000HR	10/22/2011
B875V01776F	12/16/2010	U390IF/36M/9000HR	12/16/2011
B875V01772F	10/21/2010	U390IF/36M/9000HR	10/21/2011
B875V01771F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01770F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875V01769F	11/19/2010	U390IF/36M/9000HR	11/19/2011
B875B18108F	10/2/2010	U390IF/36M/9000HR	10/2/2011
B875B18074F	9/30/2010	U390IF/36M/9000HR	9/30/2011
B875B17952F	8/19/2010	U390IF/36M/9000HR	8/19/2011

B875B17951F	8/14/2010	U390IF/36M/9000HR	8/14/2011
B875B17941F	8/12/2010	U390IF/36M/9000HR	8/12/2011
B875B17929F	7/17/2010	U390IF/36M/9000HR	7/17/2011
B875B17915F	8/19/2010	U390IF/36M/9000HR	8/19/2011
B875B17907F	8/19/2010	U390IF/36M/9000HR	8/19/2011
B875B17901F	8/8/2010	U390IF/36M/9000HR	8/8/2011
B875B17899F	9/10/2010	U390IF/36M/9000HR	9/10/2011
B875B17882F	8/15/2010	U390IF/36M/9000HR	8/15/2011
B875B17793F	7/10/2010	U390IF/36M/9000HR	7/10/2011
B875B17788F	7/10/2010	U390IF/36M/9000HR	7/10/2011
B875B17778F	7/10/2010	U390IF/36M/9000HR	7/10/2011
B875B17644F	8/13/2010	U390IF/36M/9000HR	8/13/2011
B875B17549F	7/3/2010	U390IF/36M/9000HR	7/3/2011
B875B17448F	7/3/2010	U390IF/36M/9000HR	7/3/2011
B875B17446F	7/14/2010	U390IF/36M/9000HR	7/17/2011
B875B17420F	7/3/2010	U390IF/36M/9000HR	7/3/2011
B875B17318F	7/8/2010	U510CC/60M/10000HR	7/8/2013
B875B17317F	9/9/2010	U390IF/36M/9000HR	9/9/2011
B875B17308F	9/9/2010	U390IF/36M/9000HR	9/9/2011
B875B16754F	5/1/2010	U390IF/36M/9000HR	5/1/2011
B875B16716F	6/3/2010	U510CC/60M/10000HR	6/3/2013
B875B16299F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16296F	5/13/2010	U390IF/36M/9000HR	5/13/2011
B875B16288F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16272F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16271F	6/1/2010	U390IF/36M/9000HR	6/1/2013
B875B16270F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16269F	5/2/2010	U390IF/36M/9000HR	5/2/2011
B875B16267F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B16266F	5/13/2010	U390IF/36M/9000HR	5/13/2011
B875B16250F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16248F	5/5/2010	U390IF/36M/9000HR	6/5/2011
B875B16238F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16222F	5/2/2010	U390IF/36M/9000HR	5/2/2011
B875B16220F	4/30/2010	U390IF/36M/9000HR	4/30/2011
B875B16006F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B16005F	3/26/2010	U390IF/36M/9000HR	3/26/2011
B875B15994F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15979F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15976F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15968F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15962F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15955F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15954F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15953F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15945F	3/28/2010	U390IF/36M/9000HR	3/28/2011
B875B15939F	3/28/2010	U390IF/36M/9000HR	3/28/2011
B875B15924F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B875B15923F	3/28/2010	U390IF/36M/9000HR	3/28/2011
B875B15922F	3/28/2010	U390IF/36M/9000HR	3/28/2011
B875B12319E	8/26/2010	N/A	
B875B12310E	9/24/2009	N/A	
B875B09926E	3/30/2009	N/A	

B875B09914E	9/24/2009	N/A	
B875B07512D	3/2/2009	U300PL/36M/5000HR	3/2/2010
A883N03802G	9/29/2010	U390IF/36M/9000HR	9/29/2012
A883N03800G	9/29/2010	U390IF/36M/9000HR	9/29/2012
A883N03779G	8/3/2010	U390IF/36M/9000HR	8/3/2012
A883N03763G	5/21/2010	U390IF/36M/9000HR	5/21/2012
A883N03305E	12/18/2008	N/A	
A875B33684C	8/22/2007	U300PL/36M/5000HR	8/22/2009

B875V01830F	12/29/2010	U390IF/36M/9000HR	12/29/2011
B875V01818F	12/29/2010	U390IF/36M/9000HR	12/29/2011
C810V03507F	12/29/2010	U390IF/36M/9000HR	12/29/2011
C810V03515F	12/29/2010	U390IF/36M/9000HR	12/29/2011
C810V03915G	11/10/2011	U390IF/36M/9000HR	11/10/2012
B875V03305G	12/14/2011	U390IF/36M/9000HR	12/14/2012
B875V03306G	12/14/2011	U390IF/36M/9000HR	12/14/2012
B875V03308G	12/14/2011	U390IF/36M/9000HR	12/14/2012
10751	N/A	N/A	N/A
B875B18076F	9/16/2010	U390IF/36M/9000HR	9/16/2011
B875V03312G	12/17/2011	U390IF/36M/9000HR	12/17/2012
B875V03313G	12/17/2011	U390IF/36M/9000HR	12/17/2012
B875V03314G	12/17/2011	U390IF/36M/9000HR	12/17/2012
B875V03315G	12/17/2011	U390IF/36M/9000HR	12/17/2012
C810V04198H	7/12/2012	U390IF/36M/9000HR	7/12/2013
B875B16298F	4/1/2010	U390IF/36M/9000HR	4/1/2011
B875V02825G	7/28/2011	U390IF/36M/9000HR	7/28/2012
B875V03286G	12/11/2011	U390IF/36M/9000HR	12/11/2012
B875V01959F	11/20/2010	U390IF/36M/9000HR	11/20/2011
B875V01958F	11/20/2010	U390IF/36M/9000HR	11/20/2011
B875B15979F	3/31/2010	U390IF/36M/9000HR	3/31/2011
B827V01831F	10/20/2010	U390IF/36M/9000HR	10/20/2011
B875V01832F	10/22/2010	U390IF/36M/9000HR	10/22/2011
B875V01852F	10/22/2010	U390IF/36M/9000HR	10/22/2011
B875V01784F	12/5/2010	U390IF/36M/9000HR	12/5/2011
B875V01887F	12/5/2010	U390IF/36M/9000HR	12/5/2011
11005	N/A	N/A	N/A
11032	N/A	N/A	N/A
11057	N/A	N/A	N/A
B875V03271G	12/22/2011	U390IF/36M/9000HR	12/22/2012
B875V03289G	12/23/2011	U390IF/36M/9000HR	12/23/2012