



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

R.R. Donnelley Program Guidelines

Updated 3/23/11

PROGRAM DETAILS

- Initial Program Start Date – November 1, 2006
- Locations Included
 - RR Donnelley locations (United States)
 - Portland, OR (RRD036)
- Equipment Included
 - Dealers are authorized to repair
 - Hyster, Non Hyster, and other miscellaneous makes or equipment
 - HFS reserves the right to deny payment on claims submitted by dealers for repairs to units not covered under the program unless authorized by Hyster.

TIME AND MATERIAL REPAIRS

- Program includes Hyster units over 10,000 hours – Out of Scope
- Program includes all Non Hyster trucks
- Program includes miscellaneous make or equipment
- Program includes PM on a Non Hyster truck
- Program does not include PM's on Hyster units – covered under FM
- Program does not require quotes
- [Program require Purchase Order on every repair](#)
- Program pays for claims that are outside of Full Maintenance - Includes
 - Abuse, tires, Customer request items, attachments, bulbs, batteries, safety equipment and forks
 - Hyster Fleet pay parts, labor and travel
 - Incidents of customer abuse/avoidable damage should be clearly noted in the claim description

FULL MAINTENANCE COVERAGE

- Units under or up to 10,000 hours are covered under the Full Maintenance Program.
- Units that are covered under the full maintenance program that are pass thru to the dealer will be paid at the monthly schedule rate according to the contract agreement. All other repairs that are out of scope must be repaired according to the contract.
- Units under or up to 10,000 hours - items covered under Full Maintenance agreement, such as regular breakdown repairs, adjustments, switch replacement, wear and tear items, brake jobs, horns, etc.
 - No claims should be submitted on FM repairs
 - Seven units covered under FM (ext contract ends 2/28/11). [After contract ends, the repairs will be performed on a time and material basis.](#)

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- Clamps excluded from full maintenance

TIME AND MATERIAL

- Repairs are performed on a time and material basis on non Hyster Equipment
- Repairs done on Hyster units no longer under FM contract and needs to be maintained on a T&M basis
- Hour meter reading must be accurate on claim or claim will be denied
- Charges not allowed
 - Fuel surcharges, **zone charges**, service call charges, van usage, trip charges
- Charges allowed
 - Overtime (**overtime or after hours must be noted in the problem description, with the customer name**) if information is not noted on the claim, claim will be denied.
 - Reasonable fees of shop/service supplies, and environmental fees may be included, however, HFS reserves the right to review and deny payment on any fees we do not consider reasonable or that are excessive.
 - Travel (one travel trip per day)
- Reasonable fees of shop supplies and environmental fees are not to exceed 6% of labor
- Notification of customer damage
 - Technicians should make a **note on the work order if the repair was a result of customer damage/abuse**, information needs to be on claim when file. This is an important step in providing accurate coding for the customer.

FLEET CLAIMS - PARTS

- All Hyster parts should be submitted under Parts
- All non Hyster parts should be submitted under miscellaneous
- Fleet contract set up to pull in parts price at 100% of amount submitted. Based on claim received date.
 - Include part #, quantity, and description
 - Amount entered manually is the requested amount.

FLEET CLAIMS SUBMISSION

- Dealer will submit a Type 6 Fleet claim to Hyster Fleet for reimbursement of time and materials repairs and inclusive maintenance repairs.
- Dealer will submit claim with PO for every repair. If PO number is not on claim, claim will be denied.
- Dealer should submit a claim to HFS once the repair is complete in a timely manner.
- Dealer claim submitted for work orders 30 days old past the end repair date will be assessed a 10% late fee
- Dealer claim submitted for work orders older than 45 days will be denied
- Hyster reserves the right to deny payment on any claim that is received more than 45 days old past the completion date of the repair.

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- Dealer labor rate is 90% off their published labor rate
- All dealer parts will be reimbursed at fleet advantage parts pricing

RENTAL EQUIPMENT

- **Effective June 21, 2010** for Rental serial numbers, dealer will submit a type 6 claim using the serial number of the actual rental unit being place in service.
- **Submit a contact management ticket with the rental serial number.**
- **Generic serial number is no longer being used for rentals**
- **If a claim is received with a generic rental serial number, claim will be denied.**
- **The dealer should follow the Hyster FleetSmart Rental Guide dated June 1, 2009**
- Rentals should be arranged by the dealer upon request by the customer location.
- Note the start and end repair date of the rental period on the claim.
- If unit is down note on claim the problem, reason for the rental and put the customer s/n in the body of the claim.
- The rental charge should be submitted in the miscellaneous section on the claim.
- In miscellaneous on the claim should be one of the following descriptions: **RENTAL; DAILY; WEEKLY; MONTHLY.**
- If there are any questions on rental please submit a contact management ticket

CENTRALIZED DISPATCHING

- Not part of this program at this time.

QUOTES

- Not required with this program at this time.

HFS CONTACT LISTING

For questions regarding this program, fleet claims submission, claims payment, please submit a Contact Management ticket which be routed to Ruby Severado, RR Donnelley Program Manager.

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