



## HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.  
1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

# SAM'S CLUB DEALER PROGRAM GUIDELINES 6/1/11

### PROGRAM DETAILS

- Program Start Date – October 1, 2010
- Locations Included
  - Selected Sam's Club store locations (United States only)
- Equipment Included
  - Dealers are authorized to repair
    - Biljax equipment only, including battery replacement
  - Dealers are not authorized to repair
    - Any other OEM types of 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

- All repairs are performed on a time and material basis.
- Current labor rates are effective through January 31<sup>st</sup> of 2012.
- Charges not allowed
  - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, environmental fees, shop supplies, etc.
  - Charges for these items on claims will not be approved.
- Notification of abuse
  - Technicians should make a note on the work order if the repair was a result of customer damage/abuse so the warranty administrator can make a notation on the claim description. This is an important step in providing accurate coding for the customer.
- Manual Pallet Jacks
  - Dealers are **not** authorized to service manual pallet jacks.
  - PM's are not to be performed on any manual pallet jack.

### CENTRALIZED DISPATCHING

- All service repairs are to be dispatched through HFS.

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- Refer all service requests that are made directly to your dealership to the HFS toll free number (877-874-9570).
- Communication is critical. Please advise Hyster Fleet as soon as possible of any delays in responding to any service calls dispatched to your dealership or delays in completing repairs.
- It is imperative for the technicians to have clear communication with an appropriate Sam's Club associate (e.g. member of management or requestor of the service) before leaving the Sam's Club location. The store should be given status of the service.

### QUOTES

- Required for all repairs that will exceed \$1500.
- **Required before work is performed. All quotes submitted after repairs are made will be denied.**
- Quotes must be submitted to HFS within 24 hours of the completion of the initial service call.
- Quotes should be submitted via the Portal
  - All labor and parts need to be broken out – no lump sum totals.
  - We will not approve any charges for miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, environmental fees, shop supplies, etc.
  - No taxes should be listed on quote
  - Use discounted labor rate which is 90% of current dealer rate.
- Dealers should submit quotes as applicable to HFS via the Portal.
- As quotes are received, Hyster will submit to Sam's Club Corporate for review and will advise dealers of approval or denial upon notification from Sam's Club.
  - If the quote is approved
    - HFS will forward a PO# to the dealer via the Portal
    - Dealer should move forward with the repair in a timely manner
    - Dealer should submit a claim to HFS once the repair is complete
    - Dealer should include the PO# on the fleet claim. Claims over \$2250 that do not reference a valid PO# will be denied.
  - If the quote is denied
    - Dealer should submit a claim to HFS for the labor and travel already in the job.
    - Dealer should not perform any other repairs or PMs to the unit
- **Claims received by HFS for repairs in excess of \$1,500 that do not follow these procedures will be denied.**
- Repairs **can not** be split into two claims in order to bypass the quote threshold.

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### TRAVEL (T&M REPAIRS)

- Travel will be reimbursed based on actual travel time, but no more than Mapquest on a portal to portal basis.
- The rate for travel will be the dealer's discounted labor rate.

### PERIODIC MAINTENANCE

- Dispatching/Scheduling
  - Units that are to be scheduled for a PM will be dispatched by HFS by posting them to the Hyster Website on a monthly basis, at the beginning of each month.
  - Detail on the website includes dealer, store location number, unit serial number, PM due date and travel amount allowed. Please note that only 1 travel charge is allowed per store.
  - The PM must be completed by the due date posted for that month. HFS will not pay for any PM that is performed after the due date.
  - It is the responsibility of the dealer to review the website at the beginning of each month to see what units need to be schedule for a PM.
  - PMs are **not** to be performed unless they are dispatched by HFS.
  - Once dispatched by HFS, dealers should schedule PM's with each store's Invoicing department. We also recommend that you confirm that the unit is still at the store - there have been instances where the unit has been disposed of and HFS has not yet been made aware. It's suggested that you record the full name of the person that you speak with when scheduling the PM.

For all aerial lifts serviced under the Wal-Mart Program, including JLG, Genie and Biljax unit, please be advised that there is a required inspection that must be performed per ANSI and OSHA standards. Please refer to the following link for information and proper procedures that are to be followed in the performance of these inspections.

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<http://webstore.ansi.org/default.aspx>

The required information would be ANSI 92.2 and ANSI 92.6 for the equipment referenced above.

Based on the steps currently required to do a PM, we would approximate 1.5 hours of labor for a normal PM plus parts and 4 hours of labor to perform an annual inspection plus parts.

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- Claims
  - Claims that do not reference a valid Sam's Club purchase order number will be denied.
  - Only the travel amount listed on the website will be allowed. Any additional travel amount requested will be denied.
  - If there is more than 1 unit to PM at a store, it's the dealer's choice as to which claim to put the travel on. Please note that only 1 travel amount is allowed per store.
- Additional service or parts found during a PM should be performed on a time and materials basis and must be submitted to HFS as a separate fleet claim.
- PM stickers should be affixed to each unit. If a technician sees that one is missing, they should affix a sticker to each unit detailing the date and hour meter reading of the PM. Hyster can provide PM stickers upon request.
- Current PM rates are effective through January 31<sup>st</sup> of 2012.
- PM rates include applicable labor, grease, miscellaneous shop supplies, and hazardous waste disposal.
- The scope of work to be provided is defined as the basic periodic maintenance service level as described in the applicable OEM Service Repair Manual.

### TRAVEL (PERIODIC MAINTENANCE)

- Approved travel amounts will be provided to you when HFS dispatches the PMs to the dealer (the travel amounts are based off of milk route detail previously provided by the dealers).
- Only one travel amount will be provided per store per quarter so if the store has more than 1 unit, schedule both PMs together.

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### RENTALS

- All rental requests are arranged by the stores and paid at store level. They are responsible for calling the dealer of their choice and arranging delivery and pick up dates. If the store questions this, they need to contact Corporate for direction.

### MISCELLANEOUS PROGRAM DETAILS

- Hyster dealers should affix a sticker to each unit covered under the program for which they are responsible. The sticker contains the HFS toll free service number and designates the OEM coverage. Please contact HFS for an additional supply of stickers as needed.
- If any claim is disputed and not paid by Sam's Club as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer until the situation can be resolved. Upon resolution the fleet claim may be resubmitted by the dealer.
- Dealers are to submit charges for repairs, PM's, and rentals to Hyster as a type 6 claim via the NMHG warranty system.
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date of completion of the repair.
- Dealers should email signed copies of work orders, PM checklists, rental agreements, etc. to [hysterworkorders@nmhg.com](mailto:hysterworkorders@nmhg.com). All backups must be signed by an appropriate person at the Sam's Club store as we are required to provide the backup to Wal-Mart with our invoice for audit purposes. Fleet claims will not be processed or paid by Hyster until the appropriate backup has been received.
- Hyster and Unisource parts will be reimbursed at fleet parts pricing which is defined as the current published consumer list price. Outside parts for Genie, Big Joe, JLG, and manual pallet jacks should be limited to a maximum markup of 30% of purchase cost.

### CONTACT LISTING

*For questions regarding service call dispatches, etc. please contact:*

Hyster Fleet Call Center

Direct: 877-874-9570

*For questions regarding fleet claims submission, claims payment or work orders, please contact:*

Lisa French

Direct: 252-561-7155

E-Mail: [lisa.french@nmhg.com](mailto:lisa.french@nmhg.com)

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*For questions regarding invoicing, service repair quotes, periodic maintenance, etc. please contact:*

Roxann Mize

Direct: 252-561-7049

E-Mail: [aarmize@nmhg.com](mailto:aarmize@nmhg.com)

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