



HYSTER COMPANY

Americas Division

TYSON PARTS PROGRAM DEALER PROGRAM GUIDELINES 6/24/10

Dealers should follow these guidelines for Tyson Foods Parts, along with the General Dealer Guidelines which are also posted on the Hyster Digital Dealer. 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 General Dealer Guidelines can be denied or adjusted.

PROGRAM DETAILS

- Program Start Date – November 1, 2006
- Locations Include – Over 500 locations
 - All Tyson Fresh Meats & Poultry locations

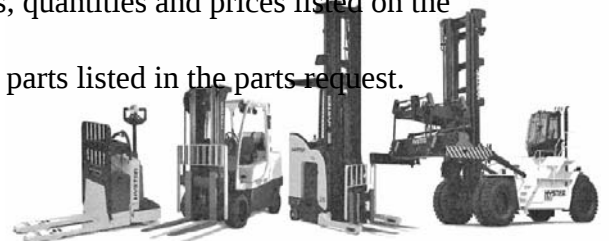
PROCESS

- Tyson Part 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 request, the dealer should read the comments placed with the request.
- **The file name for each PO will be the Purchase Order # and the Tyson location #.**
See the examples of the po and the location listed below.
 - **The PO # 4506794227 is the purchase order number**
 - **TP1833 - is the Tyson parts branch 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 for repairs – these instructions are for the parts program only.
- Dealers will be reimbursed based on the part numbers, quantities and prices listed on the order.
- Dealers should submit a complete claim including all parts listed in the parts request.
- **Partial part orders will be allowed**

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- Please enter the PO/order # in the PO number field – if it is not included the claim will be denied.
- 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 or you can leave blank
 - Truck Serial Number Use: All serial numbers for parts should be in the format of **TYSONPTSXXXX** where **XXXX** is the ship to numerical location code provided on each purchase order, upper right corner under the Tyson symbol -**TP1833**. (for example the s/n would be **TYSONPTS1833**)
 - Hour Meter Reading: Use “1”
 - Work Order Open and Close Date: Use the parts ticket date.
 - Purchase Order: The PO # must be on every claim submitted or claim will be denied.
 - 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: Please note on the claim “Tyson Purchase Order Number” for each section.
 - Dealer Claim **Number**: 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”
- Freight should be submitted as a miscellaneous item.

MISCELLANEOUS PROGRAM DETAILS

- **Miscellaneous Charges:** Hyster Fleet will not pay any miscellaneous charges on any claims.
- **Billing:** There should not be any direct billing to “TYSON”
- All billing should be directly billed to Hyster Fleet Services by submitting a type 6 claim
- **Hyster will assess a late fee for any claim received more than 30 days from the date on the PO order listings.**
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date on the PO order listing.

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- **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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