



HYSTER COMPANY

Americas Division

USG DEALER PROGRAM GUIDELINES Updated 5/26/09

PROGRAM DETAILS

- Initial Program Start Date – February 1, 2009
- Locations & equipment included - locations and equipment are added as HFS is notified by USG locations. Specific dealers will be notified as new locations are added.
- 95 % Uptime Guarantee
 - Some units at USG locations will be maintained under a 95% uptime guarantee.
 - Excludes PMs and avoidable damage repairs.
 - Requires centralized dispatching.
 - The units and locations will be determined on a case by case basis and the dealer will be notified of the units that are selected.

TIME AND MATERIAL REPAIRS

- All repairs are performed on a time and material basis.
- Dealers will be reimbursed for labor at 15% off dealer's published hourly labor rate as of December 1, 2008.
- Labor rates are valid through December 31, 2009.
- On Power by the Hour units Hyster Fleet will pay 1 hour to install the telemetry device.
- The travel amount that will be reimbursed to your dealership for repairs will be communicated to your dealership as locations are set up under contract. Travel will be paid at one trip per repair.
- Hyster and Unisource parts will be reimbursed at current fleet parts pricing based on the date the fleet claim is received.
- Markup on non-Hyster parts should not exceed 20%.
- Reasonable fees such as Environmental Fees and Shop Supplies may be included, however, Hyster Fleet reserves the right to review and deny payment of any fees we do not consider reasonable or that are excessive.
 - Charges not allowed - fuel surcharges, mileage, service call charges, van usage charges, etc.
- Dealers should clearly note on claims any instances of customer abuse or avoidable damage for coding and tracking purposes. This is an important step in providing accurate coding for the customer.

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BASIC PERIODIC MAINTENANCE

- All units will be covered under a Basic Periodic Maintenance program.
- Dealers will be paid in accordance with the FleetSmart PM program announced on September 15th, 2008.
- PM's will be coordinated by the dealer.
- 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.

CENTRALIZED DISPATCHING

- All service repairs are to be dispatched through HFS.
- USG locations under contract will have access to a toll-free number (877-874-9570) for repairs.
- If you receive a call directly from the customer for service please direct them to the toll free number above.
- After hours service support will also be provided by the Hyster Fleet Call Center.
- Hyster Fleet will log the service call and dispatch the request for service to the appropriate servicing dealer.
- Response time by dealers should generally be 4 hours from the time the call was dispatched to the dealer to the time the technician arrives at the USG location.

QUOTE THRESHOLD

- All repairs in excess of \$2000 require approval from HFS prior to completing the repair.
- **Quotes are required before work is performed. All quotes submitted after repairs are made will be denied.**
- Quotes should be submitted on the USG quote form
 - All labor and parts need to be broken out – no lump sum totals.
 - No taxes should be listed on quote
 - Use discounted labor rate.
- Dealers should submit all quotes directly to Hyster Fleet via e-mail (usg@hyster.com). Faxes will not be accepted.

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- Repair quotes should be submitted for approval within 24 hours of the original service call.
- Hyster Fleet will review the quote for compliance with the program guidelines and submit it to USG for approval.
- As quotes are received, Hyster will submit to USG for review and will advise dealers of approval or denial upon notification from USG Corp.
 - If the quote is approved
 - HFS will forward a PO# to the dealer by email
 - 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 received over the quote limit that do not reference a valid PO# will be denied.
 - If the quote is denied
 - Dealer should submit a claim to HFS for the applicable diagnostic and travel time already in the job.
- Repairs can not be split into two claims in order to bypass the quote threshold.
- **Fleet claims in excess of \$2,000 that DO NOT follow these procedures will NOT be approved for payment.**

MISCELLANEOUS PROGRAM DETAILS

- Dealers will submit a Type 6 Fleet Claim to Hyster Fleet for reimbursement for all repairs and PMs.
- PMs should be submitted separately from other time and material repairs.
- Dealers should clearly note on claims any instances of customer abuse or avoidable damage for coding and tracking purposes. This is an important step in providing accurate coding for the customer.
- 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.
- This program does not include rentals (HFS does not arrange rentals or approve rental claims). The dealer can work directly with the location if a rental unit is needed.
- If any claim is disputed and not paid by USG as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse or adjust payment of the claim to the dealer.

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CONTACT LISTING

For questions regarding service call dispatch, etc. please contact:

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For general program questions or assistance please contact:

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