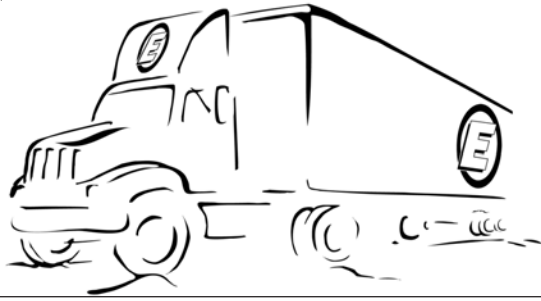




Fleet Services Department Procedures

HYSTER PARTS ON-LINE ORDERING

Distribution: Shop Managers/Parts Clerks

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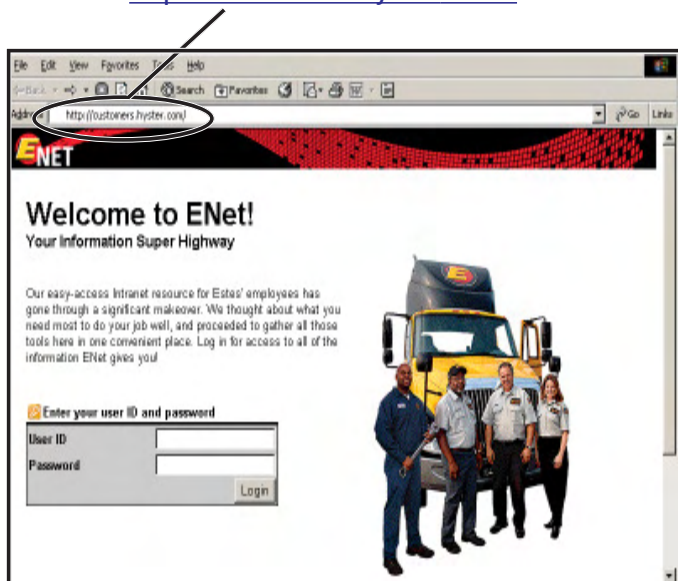
A. Introduction

Hyster has a website that is available to our Estes locations so that parts can be ordered through one central location. The orders are then routed to the Hyster dealer that is closest to the final destination where the part will be used. The pricing is the same, no matter where the parts are ordered (excluding freight charges). This program will lower the lead times that some locations have been encountering when ordering parts for their forklifts.

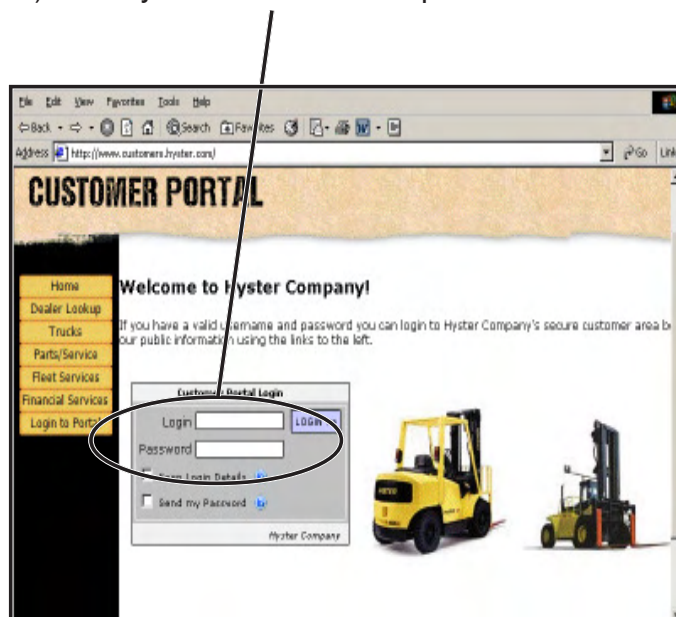
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B. Logging in to the Hyster Website

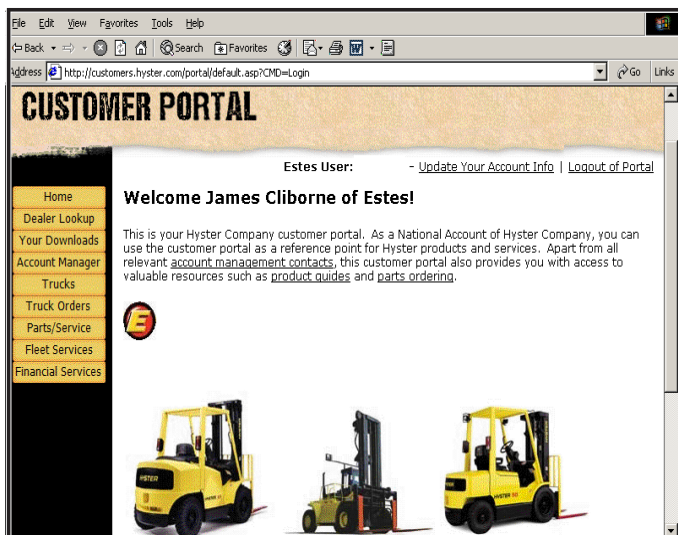
1.) Log onto your internet. Enter the following website: <http://customers.hyster.com/>



2.) Enter your user name and password.



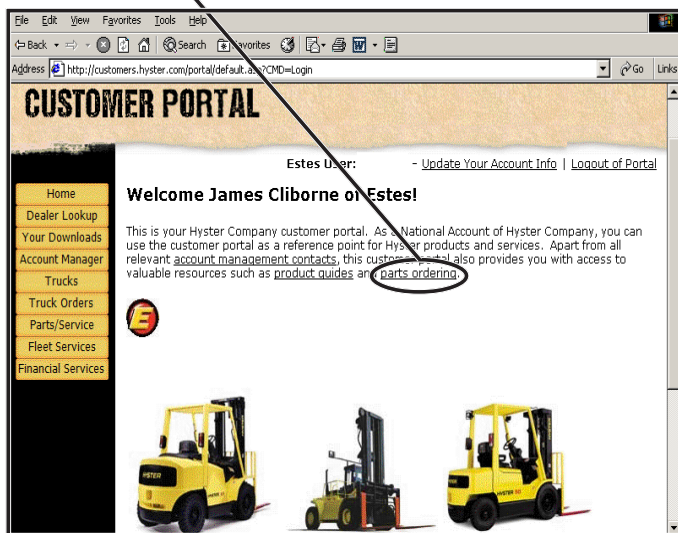
3.) After you log on, your screen should look like this.



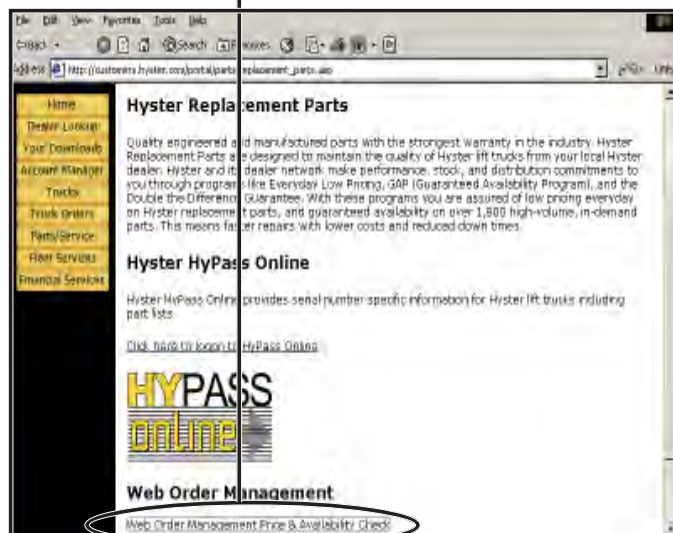
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C. Parts Inquiry

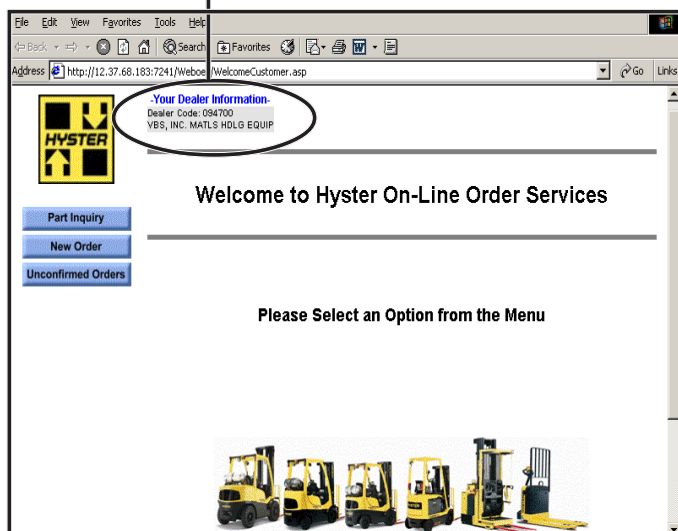
1.) To start the parts ordering process, click on the 'Parts Ordering' tab.



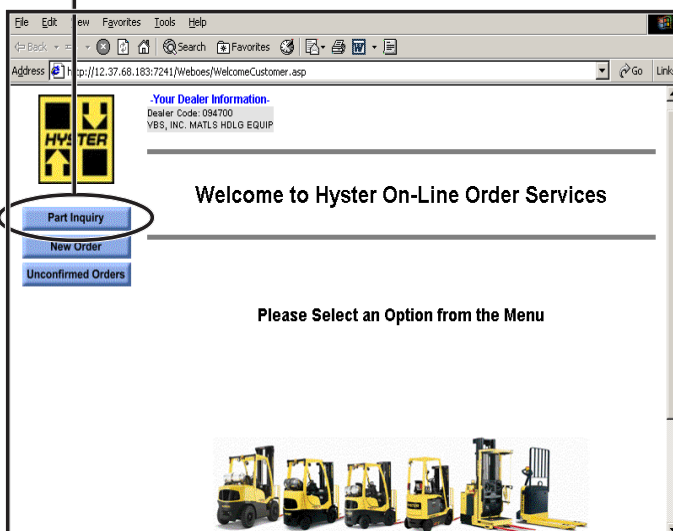
2.) Click on the 'Web Order Management Price & Availability Check' tab.



3.) This will show you your local Hyster vendor for your specific location.



4.) In order to make a part inquiry, click on the 'Part Inquiry' button.



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5.) Enter the Hyster part number you want to see if it is available, as well as the part's cost.

The screenshot shows the Hyster Parts Inquiry form in a web browser. The form is titled "Part Inquiry" and includes fields for "Part No.", "Qty", and "OEM Code". The "Part No." field contains the value "1376557" and is circled with a red line pointing to the instruction above. The "OEM Code" field contains the value "HYS". The "Inquire" button is visible at the bottom of the form. The browser address bar shows the URL: http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Inquire&fromLoad=1.

6.) Enter the quantity you are requesting.

The screenshot shows the Hyster Parts Inquiry form in a web browser. The form is titled "Part Inquiry" and includes fields for "Part No.", "Qty", and "OEM Code". The "Part No." field contains the value "1376557". The "Qty" field contains the value "1" and is circled with a red line pointing to the instruction above. The "OEM Code" field contains the value "HYS". The "Inquire" button is visible at the bottom of the form. The browser address bar shows the URL: http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Inquire&fromLoad=1.

7.) Enter the OEM code. This is typically left as 'HYS'. Press the 'Inquire' button.

The screenshot shows the Hyster Parts Inquiry form in a web browser. The form is titled "Part Inquiry" and includes fields for "Part No.", "Qty", and "OEM Code". The "Part No." field contains the value "1376557". The "Qty" field contains the value "1". The "OEM Code" field contains the value "HYS" and is circled with a red line pointing to the instruction above. The "Inquire" button is circled with a red line pointing to the instruction above. The browser address bar shows the URL: http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Inquire&fromLoad=1.

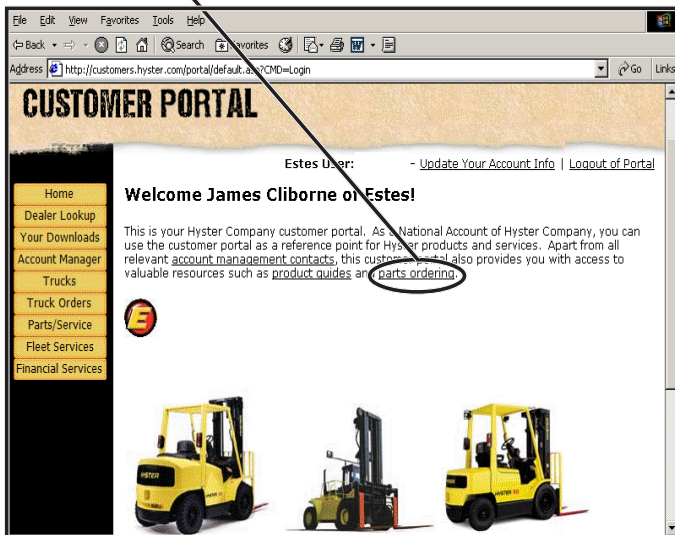
8.) The information you are requesting will be displayed.

The screenshot shows the Hyster Parts Inquiry form in a web browser. The form is titled "Part Inquiry" and includes fields for "Part No.", "Qty", and "OEM Code". The "Part No." field contains the value "1376557". The "Qty" field contains the value "1". The "OEM Code" field contains the value "HYS". The "Inquire" button is visible at the bottom of the form. To the right of the form, a "Part Information" box displays the following details: Part Number 1376557, Description "LEVER-PKG BRAKE", Requested Quantity 1, Available Quantity 1, Bill Price \$213.95, and Weight 4.89. The browser address bar shows the URL: http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Inquire&fromLoad=0.

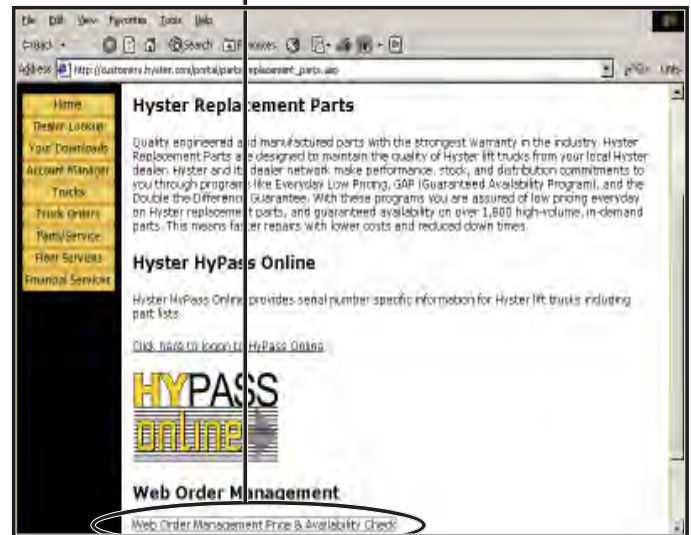
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D. Order Parts

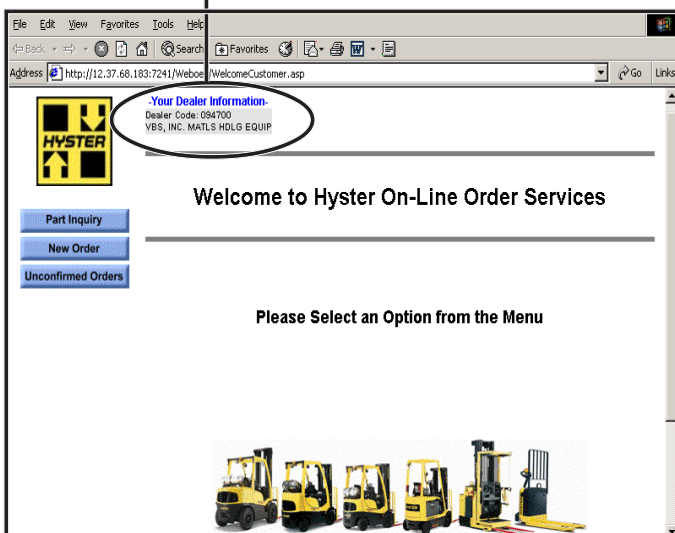
1.) To start the ordering process, click on the 'Parts Ordering' link.



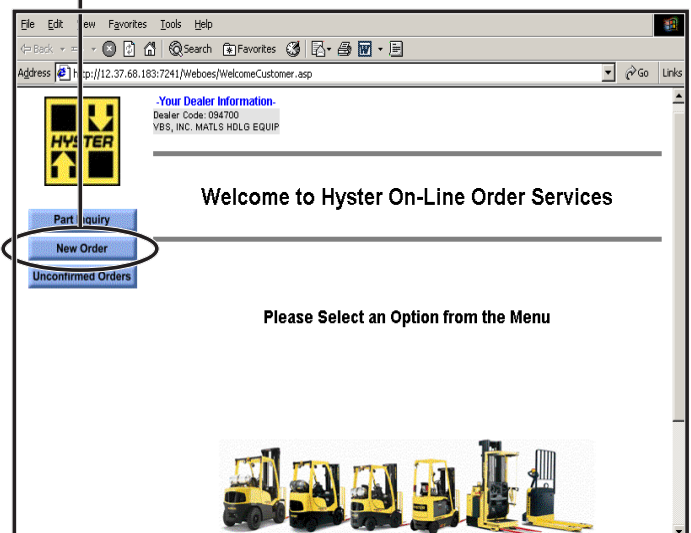
2.) Click on the 'Web Order Management Price & Availability Check' tab.



3.) This will show you your local Hyster vendor for your specific location.



4.) In order to place a new order, click on the 'New Order' tab.



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5.) Enter your P.O. number.

The screenshot shows the 'New Order' form in a web browser. The browser address bar shows 'http://12.37.68.183:7241/Weboes/NewOrder.asp'. The page header includes the Hyster logo and 'Your Dealer Information: Dealer Code: 094700, YBS, INC. MATLS HDLG EQUIP'. On the left, there are buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'. The main heading is 'New Order'. Below it, it says 'Customer ESTES,' and 'Please Enter the Following Required Information to Begin Your Order'. There is a text input field for 'Your PO Number' containing '123456' and a dropdown menu for 'Order Type' set to '-SELECT-'. At the bottom are 'OK' and 'Cancel' buttons. A line from the instruction points to the PO number field.

6.) Click on the drop down menu arrow for the 'Order Type'.

This screenshot is similar to the previous one, but the 'Order Type' dropdown menu is open, showing options: '-SELECT-', '1-Day', '2-Day', '3-Day', and 'Best'. A line from the instruction points to the dropdown arrow.

7.) You will need to click on 'Best' for the order type. This will allow the best method of shipment with no freight charges. If you select 1, 2 or 3-day, freight charges will apply. Press 'Enter'.

The screenshot shows the 'New Order' form with the 'Order Type' dropdown menu open and 'Best' selected. A line from the instruction points to the 'Best' option.

8.) Here is your order information.

The screenshot shows the 'Part Inquiry' form. The browser address bar shows 'http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Add&fromLoad=1'. The page header includes the Hyster logo and 'Your Dealer Information: Dealer Code: 094700, YBS, INC. MATLS HDLG EQUIP'. On the left, there are buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'. The main heading is 'Part Inquiry'. Below it, there is a 'Part No.' field, a 'Qty' field, an 'OEM Code' dropdown set to 'HYS', a 'Cust Part' field, a 'Bin' field, and an 'Item Comments' text area. At the bottom are 'Inquire' and 'View Order' buttons. A separate box titled 'Your Order Information' shows: 'Your PO Number: 123456', 'Order Started On: 7/22/2009', 'Order Type: Best', and 'Bill Dir/Ship Dir: 094700094700'. A line from the instruction points to this box.

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9.) Next, enter the Hyster part number.

The screenshot shows a web browser window with the URL <http://12.37.68.183:7241/Weboes/PartInquiry.asp?sf=Add&fromLoad=1>. The page features the Hyster logo and two information sections: '-Your Dealer Information-' (Dealer Code: 094700, VBS, INC. MATLS HDLG EQUIP) and '-Your Order Information-' (Your PO Number: 123456, Order Started On: 7/22/2009, Order Type: Best, Bill Dir/Ship Dir: 094700/094700). On the left, there are buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'. The main form is titled 'Part Inquiry' and contains fields for 'Part No.' (1376557), 'Qty' (1), 'OEM Code' (HYS), 'Cust Part', 'Bin', and 'Item Comments'. At the bottom of the form are 'Inquire' and 'View Order' buttons. A line points from the instruction '9.) Next, enter the Hyster part number.' to the 'Part No.' field.

10.) Enter the quantity you want to order.

This screenshot is identical to the previous one, but the 'Qty' field (containing the value 1) is now highlighted with a circle. A line points from the instruction '10.) Enter the quantity you want to order.' to this field.

11.) Enter the OEM code. This is typically left as 'HYS'.

This screenshot is identical to the previous ones, but the 'OEM Code' dropdown menu (currently showing 'HYS') is highlighted with a circle. A line points from the instruction '11.) Enter the OEM code. This is typically left as 'HYS'.' to this field.

12.) If there is an Estes number set up for this Hyster part, then type in the Estes part number here.

This screenshot is identical to the previous ones, but the 'Cust Part' field (containing the value 13001009) is highlighted with a circle. A line points from the instruction '12.) If there is an Estes number set up for this Hyster part, then type in the Estes part number here.' to this field.

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13.) Enter the bin location where the part is located in your parts room, or you can leave blank.

The screenshot shows the 'Part Inquiry' form in a web browser. The 'Bin' field, located below the 'Cust Part' field, is highlighted with a circle. The form includes fields for Part No. (1376557), Qty (1), OEM Code (HYS), and Cust Part (13001009). There are also buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'.

14.) Use this box to enter any special instructions that you may have, such as the unit number, etc.

The screenshot shows the 'Part Inquiry' form. The 'Item Comments' field, located below the 'Bin' field, is highlighted with a circle. The form includes fields for Part No. (1376557), Qty (1), OEM Code (HYS), and Cust Part (13001009). There are also buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'.

15.) You can then view the information of your order.

The screenshot shows the 'Part Inquiry' form. The 'Part Information' section, located on the right side of the form, is highlighted with a circle. This section displays the Part Number (1376557), Description (**LEVER-PKG BRAKE), Requested Quantity (1), Available Quantity (1), Bill Price (\$213.95), and Weight (4.89). There is an 'Add To Order' button below this section.

16.) Once done, click on the 'Add To Order' bar.

The screenshot shows the 'Part Inquiry' form. The 'Add To Order' button, located at the bottom right of the 'Part Information' section, is highlighted with a circle. The form includes fields for Part No. (1376557), Qty (1), OEM Code (HYS), and Cust Part (13001009). There are also buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'.

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17.) If more parts are needed, follow the same process and you can add another part to the same p.o.

18.) You can also press the View Order button to see what parts are on the order.

The screenshot shows the 'Part Inquiry' web page. On the left, there are buttons for 'Part Inquiry', 'New Order', and 'Unconfirmed Orders'. The main form has fields for 'Part No.', 'Qty', 'OEM Code' (set to HYS), 'Cust Part', and 'Bin'. Below these is a text area for 'Item Comments'. At the bottom of the form are 'Inquire' and 'View Order' buttons. The top right shows 'Your Order Information' with PO Number 123456, Order Started On 7/22/2009, Order Type Best, and Bill Dir/Ship Dir 094700/094700.

This screenshot shows the 'Part Information' section after a part has been added. The 'Part No.' is 1376557, 'Qty' is 1, 'OEM Code' is HYS, 'Cust Part' is 13001009, and 'Bin' is 008-04. The 'Part Information' section shows 'Part Number 1376557', 'Description **LEVER-PKG BRAKE', 'Requested Quantity 1', 'Available Quantity 1', 'Bill Price \$213.95', and 'Weight 4.89'. The 'View Order' button is circled, and an arrow points from the instruction text to it.

19.) After you are done reviewing your order and it is complete, press the 'Checkout' button to complete the order.

This screenshot shows the 'Current Order Information' page. It displays a table with the following data:

Part #	Description	Order Qty	Avail Qty	Avail Weight	Price	Extended Price
1376557	**LEVER-PKG BRAKE UNIT 891072. PLEASE CALL IF PART IS NOT IN STOCK LOCALLY. Bin: 008-04 Cust Part: 13001009	1	1	4.89	\$213.95	\$213.95

At the bottom, there are 'Add Item' and 'Checkout' buttons. The 'Checkout' button is circled, and an arrow points from the instruction text to it. The 'Totals' section shows a weight of 4.89 and a price of \$213.95.

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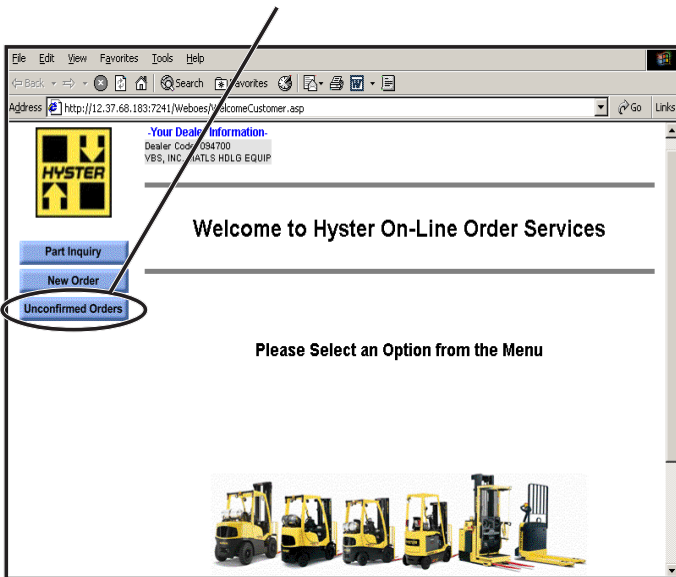
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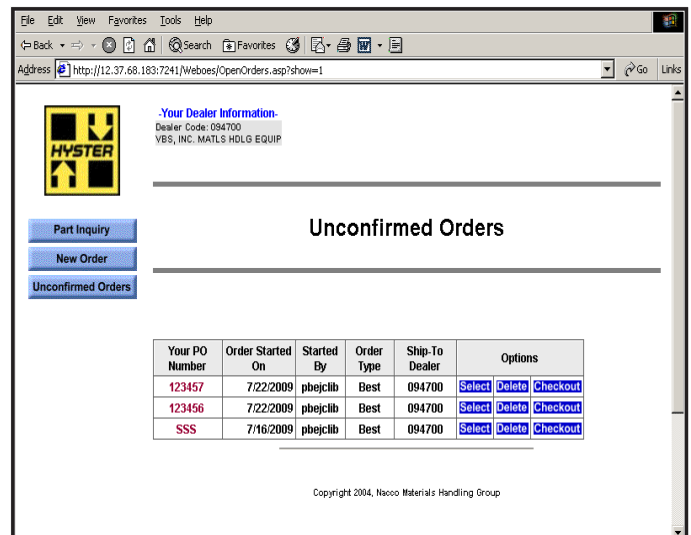
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E. Checking an Unconfirmed Order

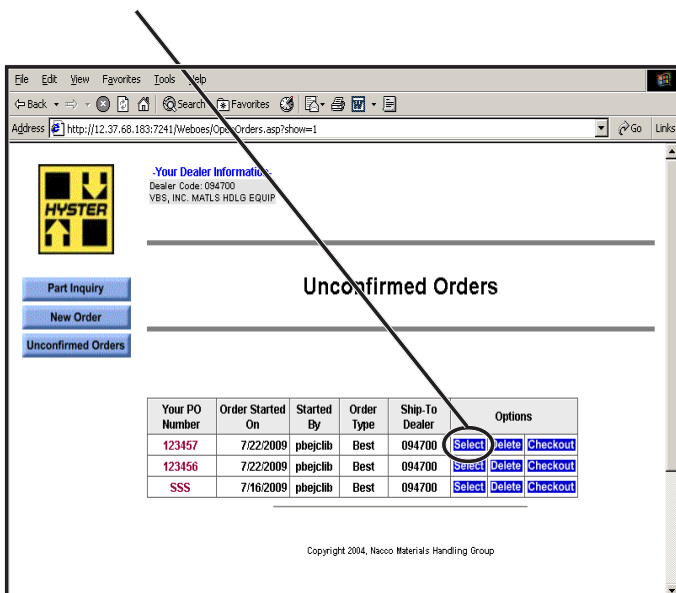
1.) To check an order that is not completed, press the 'Unconfirmed Orders' button.



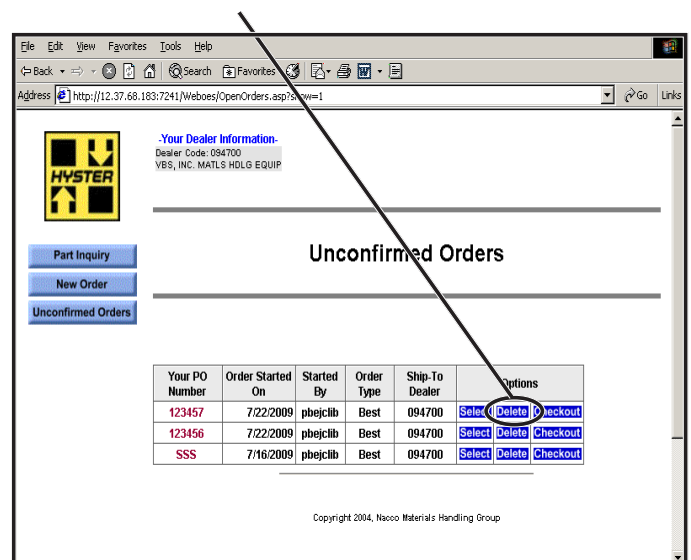
2.) This will show you all of the unconfirmed orders created under your log-on.



3.) You can view a specific order by clicking on the 'Select' button.



4.) Or you can delete a specific order by clicking on the 'Delete' button. It will ask you to confirm if you want to delete the order.



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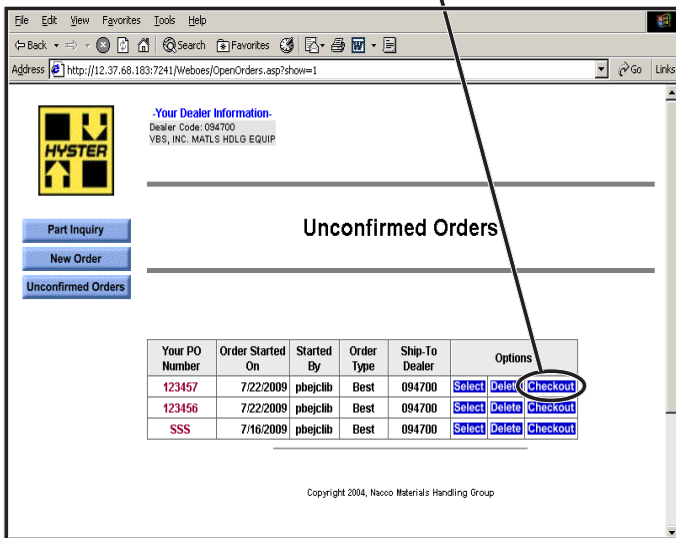
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5.) You can also process your order from this screen by clicking on the 'Checkout' button.



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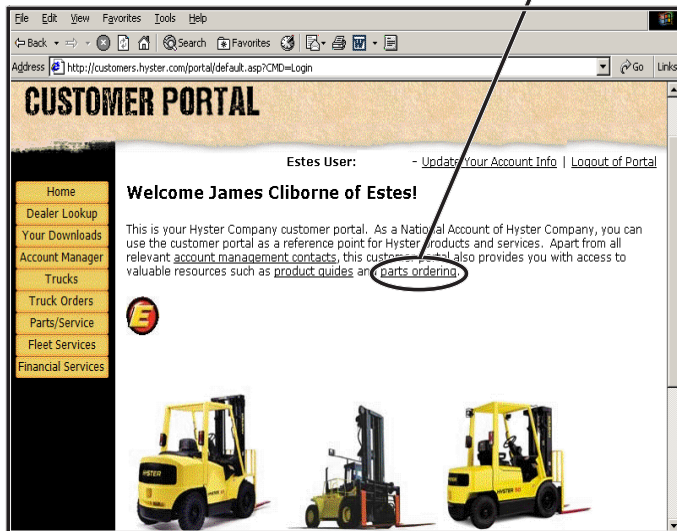
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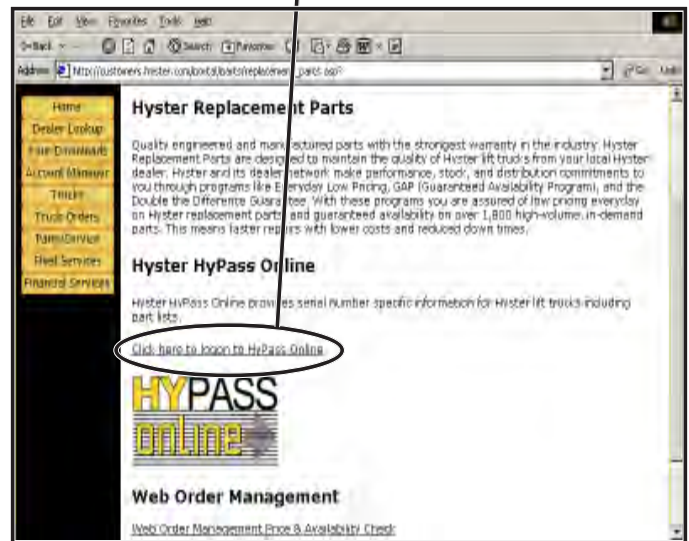
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F. Unit Specific Parts - Using HyPass Online

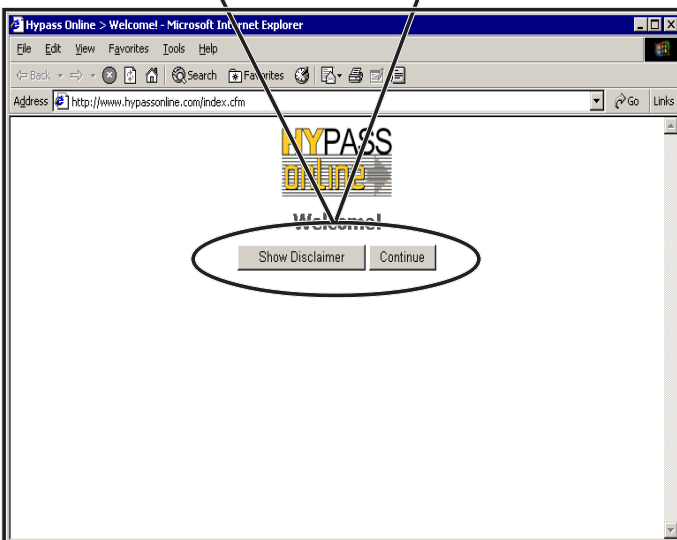
1.) You are able to view unit specific parts and see parts lists. First, click on the 'parts ordering' link.



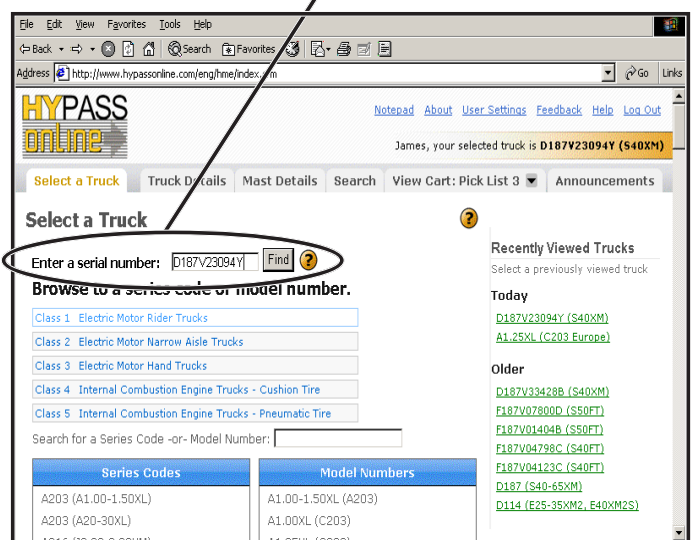
2.) Click on the 'HyPass Online' link.



3.) You can click on the 'Show Disclaimer' button or 'Continue' button.



4.) Enter the VIN/Serial number for the forklift you want to research.



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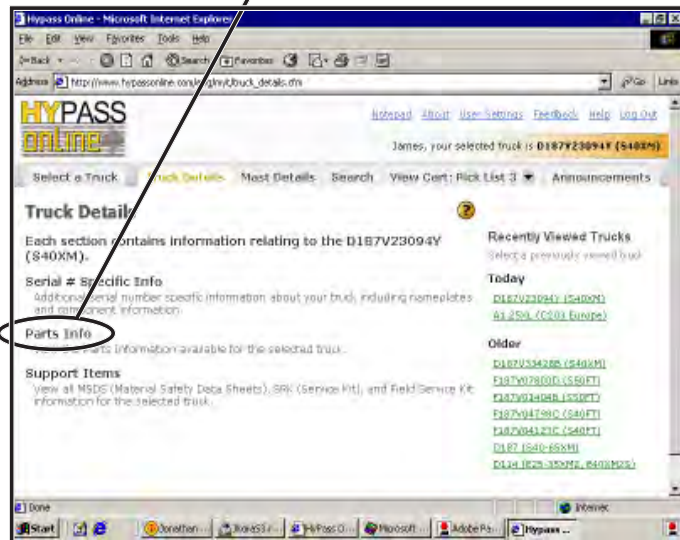
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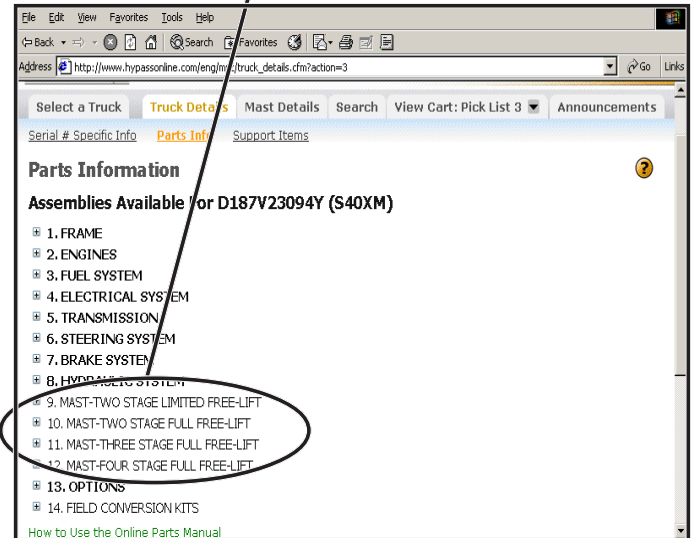
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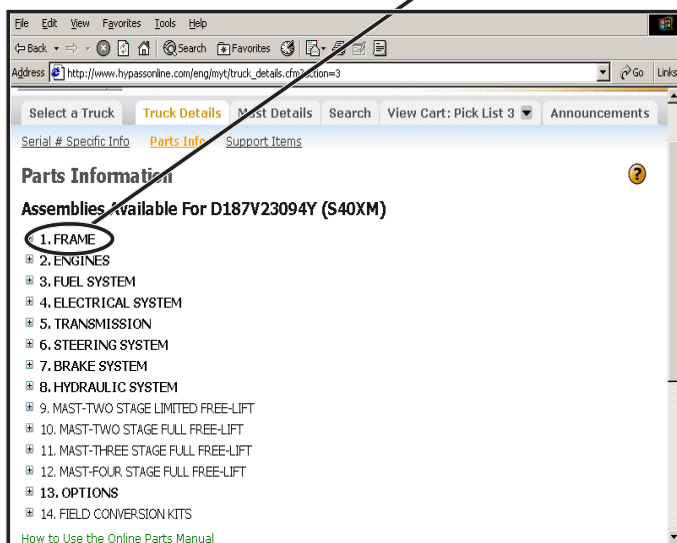
5.) Click on the 'Parts Info' button to retrieve parts information.



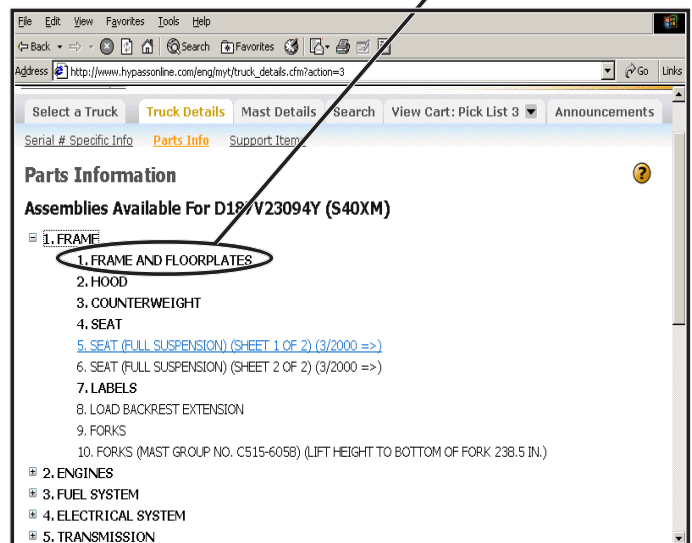
6. Note: If the system is not in bold letters, then that section does not apply to the forklift you are researching.



7.) If the specific system is in **bold letters**, then that section pertains to the forklift you are researching. Click on the particular system you want to view.



8.) You can now click on the sub-categories that are available under each system.



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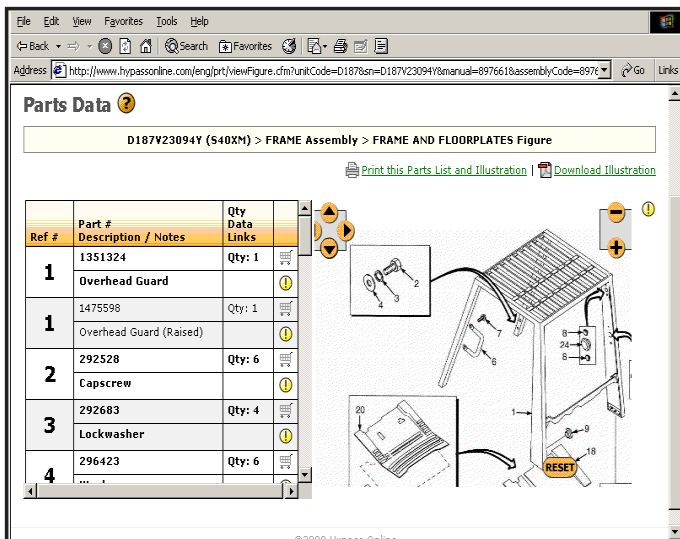
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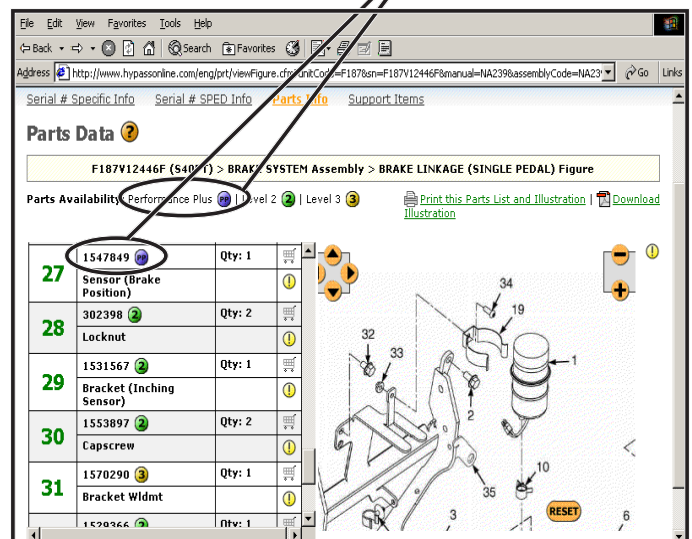
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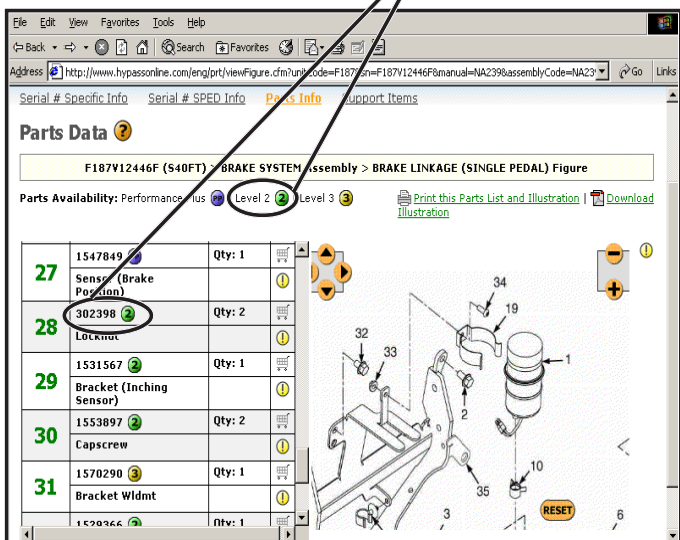
9.) Parts data will now be available, such as part numbers, part descriptions, part diagrams, etc.



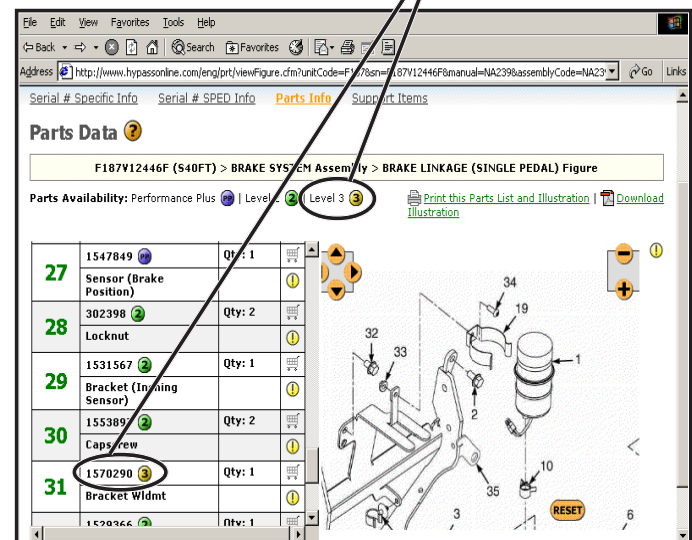
10.) Some parts may have a **PP** beside the part number. This means that the part is typically in stock at your dealer.



11.) Some parts may have a **2** beside the part number. This means that the part is typically in stock at the Hyster PDC.



12.) Some parts may have a **3** beside the part number. This means that the part is typically a special order part.



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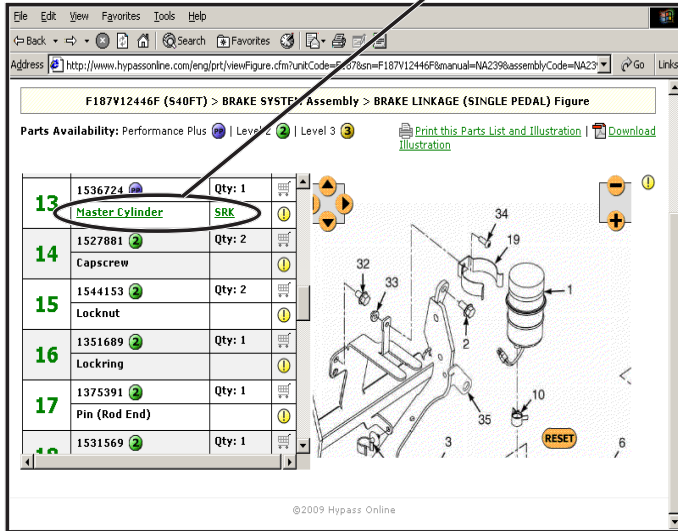
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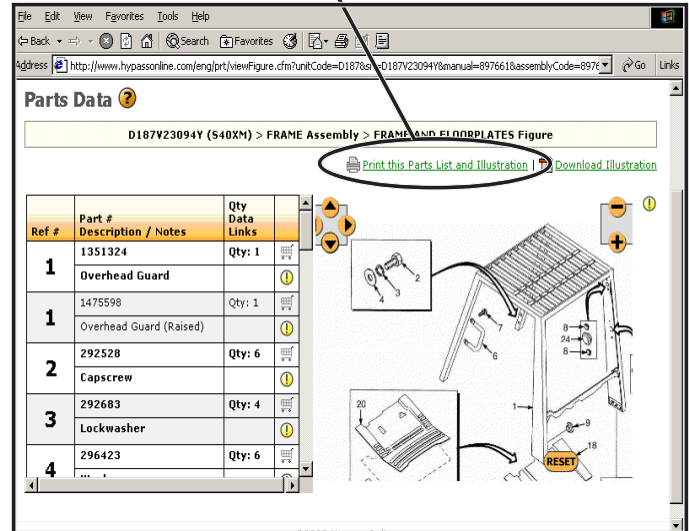
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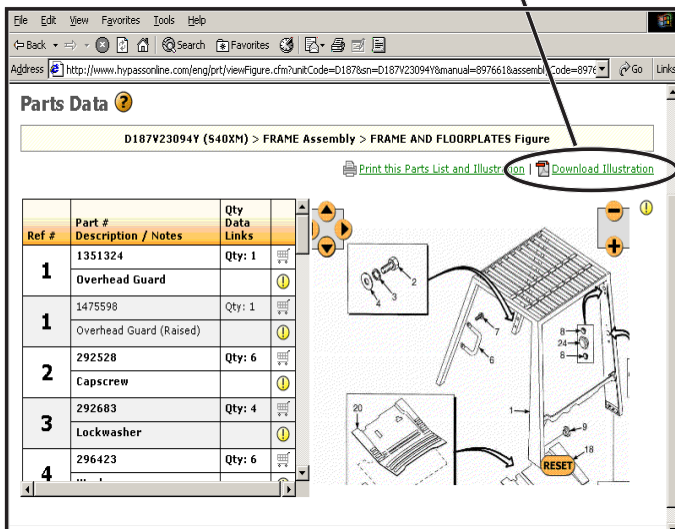
13.) Some parts may have an **SRK** beside the part number. This means that the part is a service repair kit.



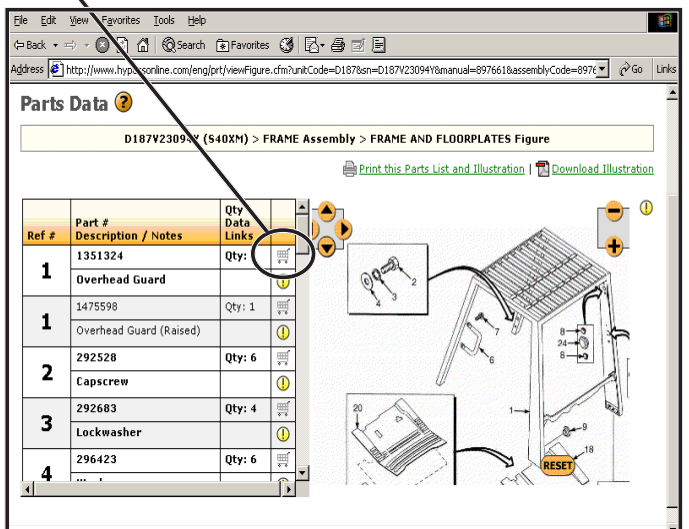
14.) You can print this information by clicking on the 'Print this Parts list and Illustration' tab.



15.) You can also download this illustration to a pdf file by clicking on the 'Download Illustration' tab.



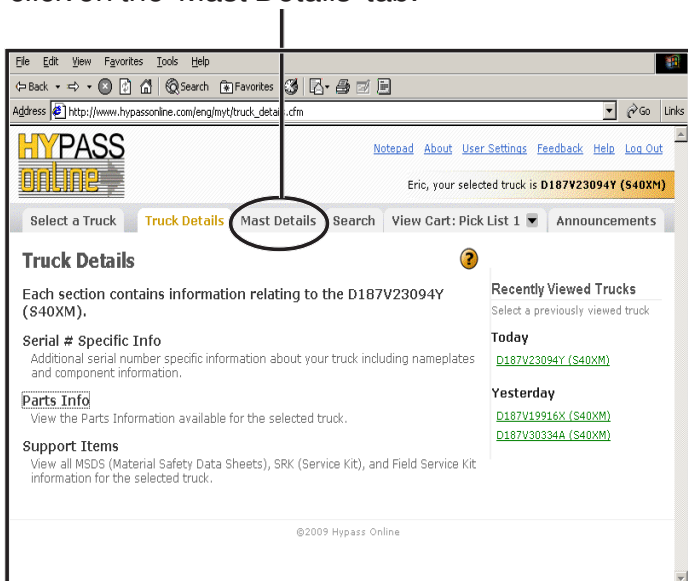
16.) Parts can be added from this page directly to your shopping cart by clicking on the shopping cart icon beside the specific part you want.



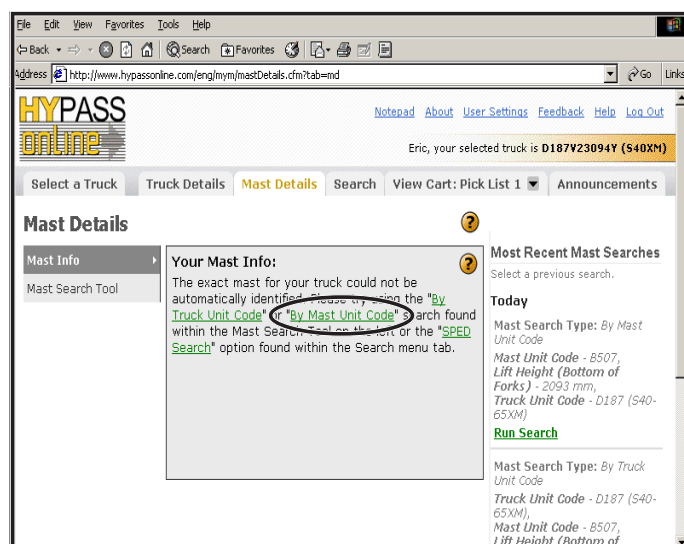
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G. Locating Mast Parts

1.) When looking for parts dealing with the mast, click on the 'Mast Details' tab.



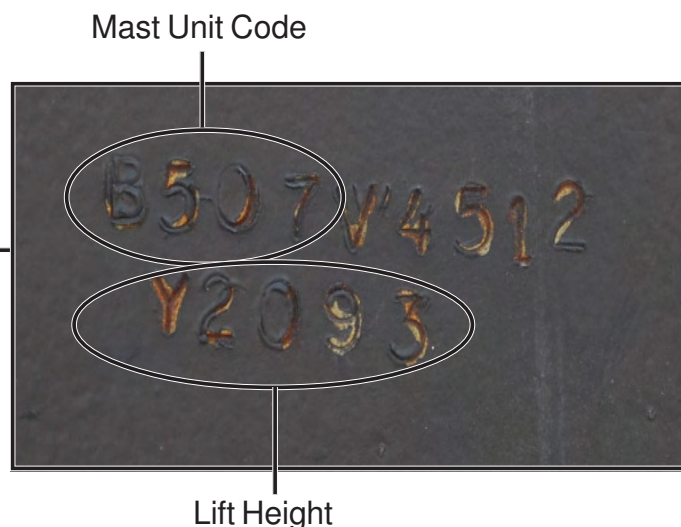
2.) The 'Mast Info:' box will appear. Click on the 'By Mast Unit Code' tab.



3.) Locate the mast code on your forklift



4.) With this code, you can obtain your mast unit code and lift height.



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5.) Select the drop down menu for the mast unit code.

The screenshot shows the HYPASS online interface. The 'Mast Details' section is active. Under 'Mast Search Types', 'By Mast Unit Code' is selected. The 'Mast Unit Code' dropdown menu is open, showing a list of codes including 'D187 (S40-5XM)'. A line points to this dropdown menu.

6.) Select the mast code for your particular fork-lift.

The screenshot shows the HYPASS online interface. The 'Mast Details' section is active. Under 'Mast Search Types', 'By Mast Unit Code' is selected. The 'Mast Unit Code' dropdown menu is open, showing a list of codes including 'D187 (S40-5XM)'. A line points to this dropdown menu.

7.) Next, use the drop down menu to select the mast lift height for your particular forklift.

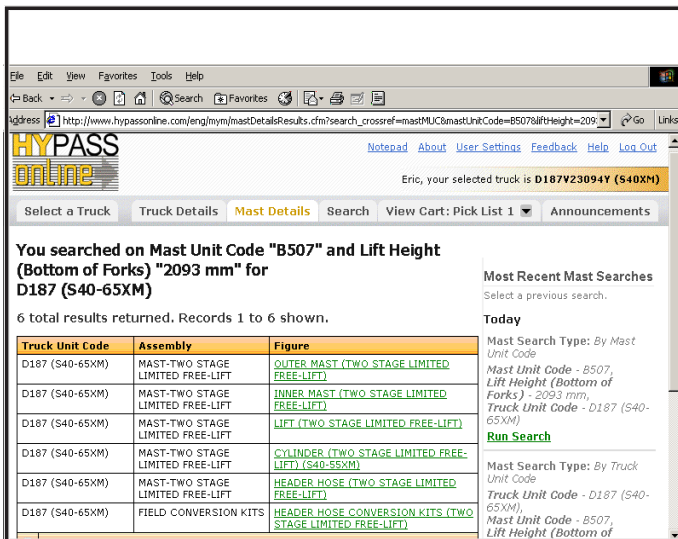
The screenshot shows the HYPASS online interface. The 'Mast Details' section is active. Under 'Mast Search Types', 'By Mast Unit Code' is selected. The 'Lift Height (Bottom of Forks)' dropdown menu is open, showing a list of heights including '2093 mm'. A line points to this dropdown menu.

8.) Use the drop down menu to enter the truck unit code of your particular forklift.

The screenshot shows the HYPASS online interface. The 'Mast Details' section is active. Under 'Mast Search Types', 'By Mast Unit Code' is selected. The 'Truck Unit Code' dropdown menu is open, showing a list of codes including 'D187 (S40-5XM)'. A line points to this dropdown menu.

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9.) The results will now be shown.



HYPASS online

Eric, your selected truck is **D187V23094Y (S40XM)**

Select a Truck | Truck Details | **Mast Details** | Search | View Cart: Pick List 1 | Announcements

You searched on Mast Unit Code "B507" and Lift Height (Bottom of Forks) "2093 mm" for D187 (S40-65XM)

6 total results returned. Records 1 to 6 shown.

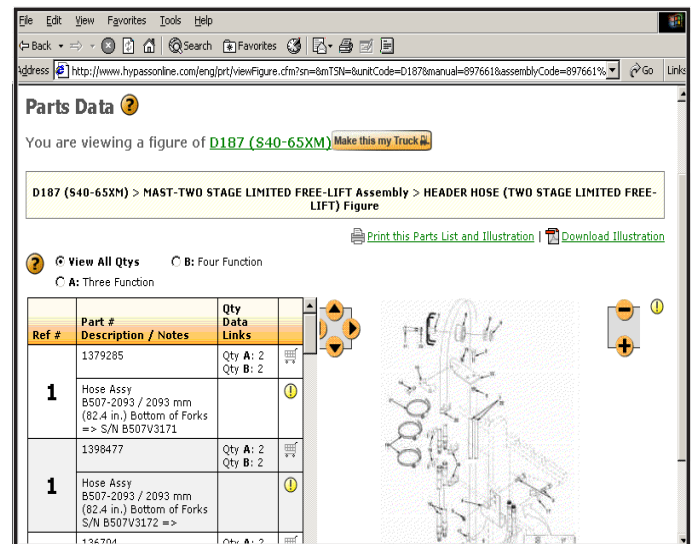
Truck Unit Code	Assembly	Figure
D187 (S40-65XM)	MAST-TWO STAGE LIMITED FREE-LIFT	OUTER MAST (TWO STAGE LIMITED FREE-LIFT)
D187 (S40-65XM)	MAST-TWO STAGE LIMITED FREE-LIFT	INNER MAST (TWO STAGE LIMITED FREE-LIFT)
D187 (S40-65XM)	MAST-TWO STAGE LIMITED FREE-LIFT	LIFT (TWO STAGE LIMITED FREE-LIFT)
D187 (S40-65XM)	MAST-TWO STAGE LIMITED FREE-LIFT	CYLINDER (TWO STAGE LIMITED FREE-LIFT) (S40-55XM)
D187 (S40-65XM)	MAST-TWO STAGE LIMITED FREE-LIFT	HEADER HOSE (TWO STAGE LIMITED FREE-LIFT)
D187 (S40-65XM)	FIELD CONVERSION KITS	HEADER HOSE CONVERSION KITS (TWO STAGE LIMITED FREE-LIFT)

Most Recent Mast Searches
Select a previous search.

Today
Most Search Type: By Mast Unit Code
Mast Unit Code - B507, Lift Height (Bottom of Forks) - 2093 mm, Truck Unit Code - D187 (S40-65XM)
[Run Search](#)

Most Search Type: By Truck Unit Code
Truck Unit Code - D187 (S40-65XM), Mast Unit Code - B507, Lift Height (Bottom of Forks) - 2093 mm

10.) After selecting the particular assembly you are needing, you will be shown the parts for that particular assembly.



Parts Data

You are viewing a figure of **D187 (S40-65XM)** [Make this my Truck](#)

D187 (S40-65XM) > MAST-TWO STAGE LIMITED FREE-LIFT Assembly > HEADER HOSE (TWO STAGE LIMITED FREE-LIFT) Figure

[Print this Parts List and Illustration](#) | [Download Illustration](#)

View All Qty's | **Four Function**
A: Three Function

Ref #	Part # Description / Notes	Qty Data Links
1	Hose Assy B507-2093 / 2093 mm (82.4 in.) Bottom of Forks => S/N B507V3171	Qty A: 2 Qty B: 2
1	Hose Assy B507-2093 / 2093 mm (82.4 in.) Bottom of Forks S/N B507V3172 =>	Qty A: 2 Qty B: 2

136704 Qty A: 2

3D Illustration of the Header Hose assembly.

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H. Miscellaneous Parts

1.) If you cannot find certain parts, such as a carriage, click on the 'Options' tab.

2.) You will then be shown a list of miscellaneous parts and assemblies.

