

Commonly Asked Questions for Hyster GAME ON! Program

Q. When will the stats be posted?

A. The first 2011 report is delayed, as we're allowing more time to allow sales reps to register for the automated tracking program. Beginning with March, we will post the stats to the Dealer Resource site on the 5th day of the month.

Q. I just registered our Sales Representative on February 3rd for the Program, will they get credit for the bookings that happened before then?

A. Yes. Each month, we will run a Y-T-D report to capture all bookings for all registered sales representatives in the Program (dating back to January 1, 2011).

Q. Can I still register new truck sales people?

A. Yes. However, we'd like everyone to be registered as soon as possible, so we can accurately report all bookings and everyone can see the standings for all participants for the year. We encourage you to register new hires within 30 days of employment.

Q. How do I submit the sales from stock?

A. First, a quote has to be processed into eHero. Then after the sale of the truck from inventory, submit a Contact Management (CM) Ticket reporting the sale. Select the following category in eHero: Dealer Systems / Applications / eHero. Then list in the Comments Section the following: Sales Rep name, truck model, serial number/sales order number and customer name.

Q. Will we still need to submit the end of year reports for the audit?

A. No. That's one of the benefits of the automated program. Without the need for waiting on the audit submissions, we should be able announce the 2011 results sooner as well.

Q. What if a sales rep is terminated or leaves the company?

A. The rules state only active employees are eligible to win. Also, bookings are non-transferable. The Sales Manager or Sales Coordinator at the dealership needs to "uncheck" the Incentive Participant box in eHero when someone leaves the company.

Q. Is the trip transferable or can we receive the cash amount in lieu of trip?

A. No. The 25 winners and their guests will be rewarded the trip prize. It is not transferable, nor can we reward the cash value for the trip.