



HYSTER COMPANY

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

DATE: July 14, 2011
TO: All Hyster Dealer Principals, Branch, Sales, and Training Managers & Salespeople
FROM: A. Ward & A. Millette
COPY: Marketing SLT, and All Regional Management Staff Managers
SUBJECT: **The Release of a *New* CERTRACX Truck Sales Certification Module**

As we launch new products, we will be adding new **CERTRACX** Truck Sales Certification modules to the TKC. We are pleased to announce the recent addition of a new online module:

Heavy Duty B60ZHD and B80ZHD

The module is in the Sales Certification Core Stage and resides in the Warehouse Models category of that Stage.

Depending on your current status within **CERTRACX** Truck Sales Certification, you can access this new module as follows:

1. **If you have NOT reached the Warehouse Models category within your TKC Learning Path,** you do not have to do anything. The new module will automatically be added to your Learning Path.
2. **If you are currently enrolled in the Warehouse Models category,** you do not have to do anything. The new module will automatically be added to your Learning Path.
3. **If you have already completed the Warehouse Models category or the entire CERTRACX Truck Sales Certification,** you can access the module through the TKC catalogs.
 - From the TKC Home Page, select Catalog from the top menu
 - Select the 'Catalog Search' tab in the upper section of the page
 - Type *B60ZHD* in the Keyword(s) box and click 'Search'
 - Once the module is displayed, click the title and the course description box will display
 - Click 'Enroll' then 'Confirm Enrollment'
 - At this point you can choose to close the screen or click 'Go to the Knowledge Center'
 - If you close the screen, you can access the module later by clicking the 'Current Learning Modules' tab on your Home Page. Follow the instructions to launch.
 - If you choose to 'Go to the Knowledge Center,' you will be directed to a new screen which allows you to "Quick Start" and begin completing the module.





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If you have not completed the Warehouse Models category, DO NOT follow the TKC Catalog enrollment option described above under item (3). If you do, your Learning Path will not register the enrollment or completion of the new module!

While the process for accessing new modules may seem a bit confusing, the process will become easier as you become more familiar navigating through the TKC and participating in the **CERTRACX** Truck Sales Certification program. If you need additional assistance, please submit a ticket through Contact Management.

If you haven't already done so, ***map your dealership's path to success ...*** by participating in the Hyster **CERTRACX** Truck Sales Certification program.

Best regards,

Anne Ward
Supervisor, Multi-Media

Amy C. Millette
Manager, Sales Training

