

Hyster *Fleet*Smart



Our Fleet Management Philosophy

Fleet Management is **not** :

- A one time event - but rather an ongoing process that will provide long term savings and increase productivity
- A “quick fix” - customers did not create their current situation overnight and fleet management will not provide an overnight solution
- A “one size fits all” program



Understanding Fleet Management

A successful fleet management program requires the support and commitment of customer's senior management to drive cultural change and ensure long term success.



Fleet Management Components

- A Professional Fleet Assessment
- Fleet analysis and optimization
- A planned replacement program
- Fleet Management Services
 - Centralized invoicing/reporting
 - Assigned Program Manager
 - Centralized service dispatching
- Telemetry solutions
- A “Best In Class” Dealer Network



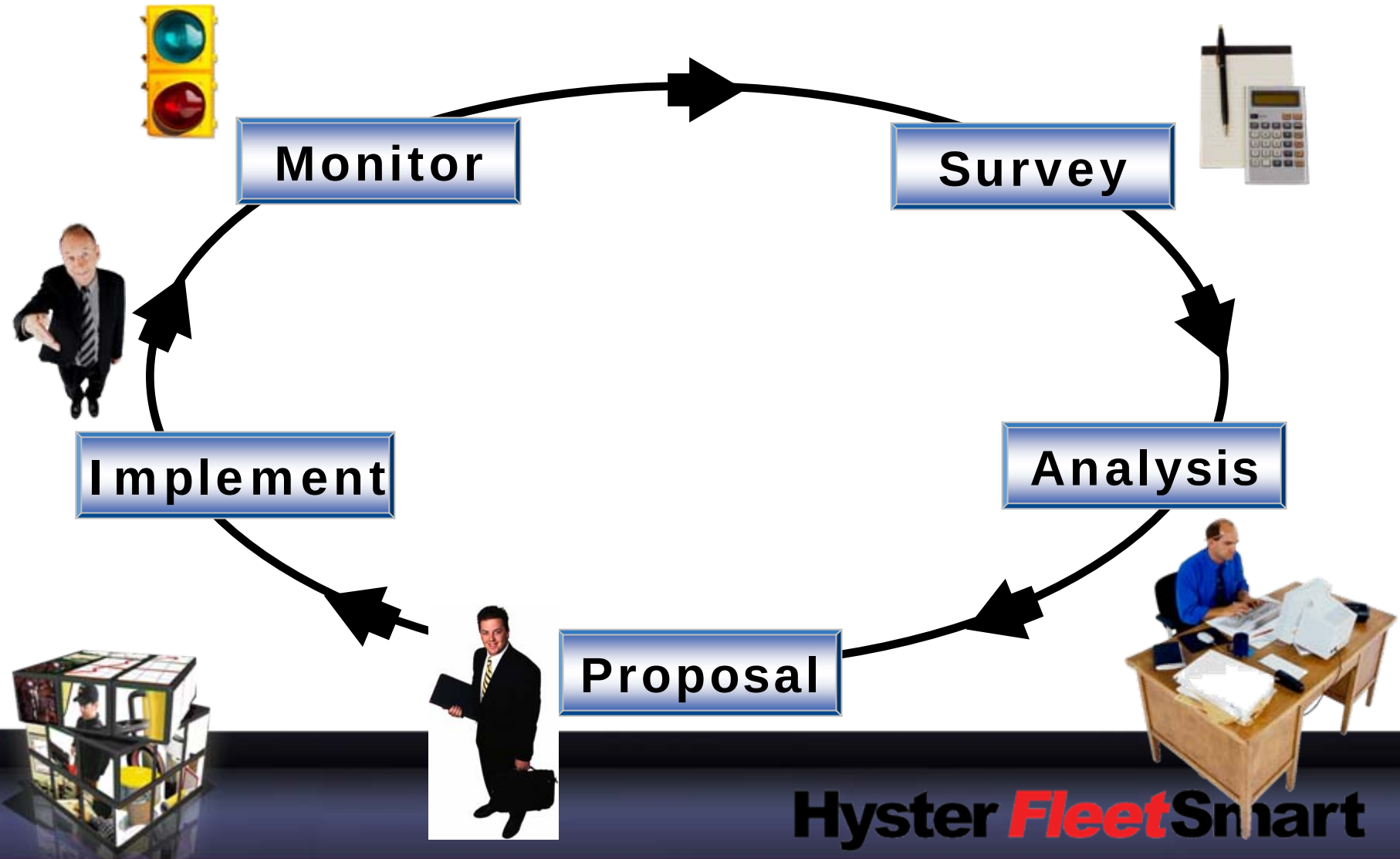
Professional Fleet Assessment

Identifies:

- Accurate inventory list
- Non-functioning components/parts
- Service history
- Operating area/conditions
- Initial cost reduction opportunities
- An on-going, 5-step process



Professional Fleet Assessment



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Fleet Optimization

Our Fleet Management Plan includes:

- Right-sizing equipment base
 - Remove non-productive units
- Re-deployment of equipment
 - Within facility or other locations
- Replacing units based on optimum life
 - Stop “throwing good money after bad”



Planned Fleet Replacement

As a general rule:

- IC lift trucks-optimum economic life of 10K-12K hrs
- Electric units-optimum economic life of 12K-14K hrs
- Optimum economic life can vary...
 - Equipment type
 - Operating conditions & maintenance practices
 - Operator and/or technician competency

A comprehensive leasing program
is an excellent foundation for a
Planned replacement program.

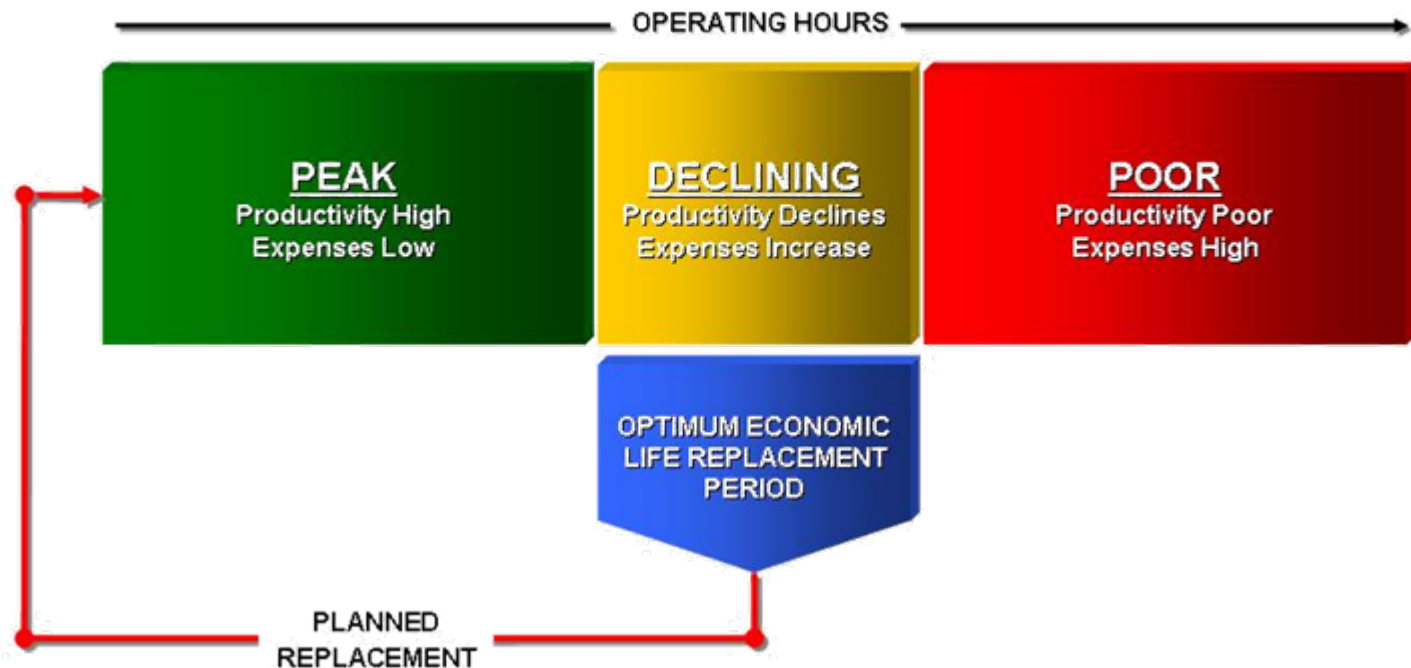


Hyster



Planned Fleet Replacement

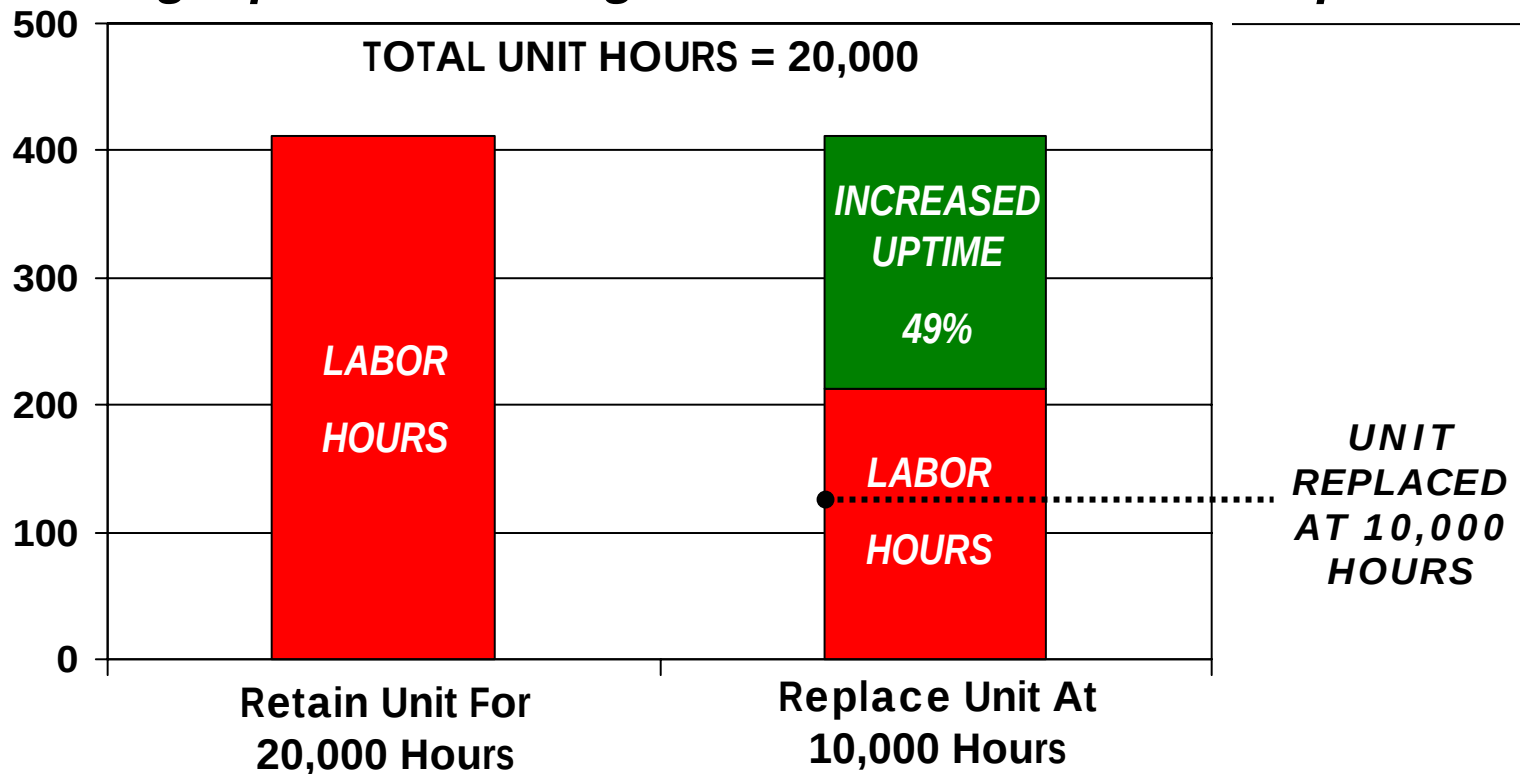
FLEET PERFORMANCE CYCLE



Retention vs. Replacement

Service Downtime

A fleet replacement program improves productivity by increasing uptime through less downtime for repairs



Centralized Fleet Program Support

Assigned Program Manager

- Knowledgeable expert
 - Equipment/locations/applications
- Conducts regularly scheduled meetings
 - Current assessment of fleet costs
 - Lease tracking and termination planning
 - Recommendations to reduce operational costs
- Dealer liaison; ensure customer satisfaction



Consolidated Invoicing

Flexible invoicing options based on your requirements

- Invoices can be generated...
 - At agreed-to frequency
 - By location
 - Transmittal of your choosing
- Opportunity for administrative savings
 - Costs for processing work orders/invoices are from \$75 to \$125 per transaction.
 - On average a lift truck will have 8 work orders per year
 - For a fleet of 100 units this could equate to annual savings of \$60K-\$100K



Maintenance Scheduling

- Centralized Service Dispatching
- Single point of contact for service
 - Available 24/7 access
- Communication options
 - Toll-free number
 - Web request
 - E-mail
 - Fax
- Dispatches service directly to dealer
 - Follows up with customer with estimated arrival time
 - Monitor service call through completion



Maintenance Cost Tracking

- Our FleetSmart software can capture:
 - Type of maintenance/service
 - Labor Hours/Amount
 - Travel Time/Amount
 - Parts Detail (quantity, part number, cost)
 - Miscellaneous Expense
 - Freight/Drayage
 - Hour Meter Reading
 - Repair Start/End Dates
 - Repair description/comments



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Web Reporting Features

- View/analyze various reports
 - Equipment Inventory
 - Cost per Hour
 - Utilization Reports
 - Work Order History (with or w/o parts detail)
 - Maintenance Expense Summary



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Hyster *FleetSmart* Web Reporting Advantages

- Determine Fleet Operating Costs
- Breakout Parts and Labor Costs
- Monitor Fleet Utilization
- Develop Fleet Benchmarking
 - Cost Per Hour
 - Utilization
- Compare Maintenance Alternatives
- Identify Savings Opportunities
 - Avoidable Damage
 - Rental Expense
 - Tire Expense

FleetSmart software demo at your request

- Screenshot examples of software reporting



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LOG IN

FleetSmart

E-Mail Address

Pin

Start In

Login



I've lost my password

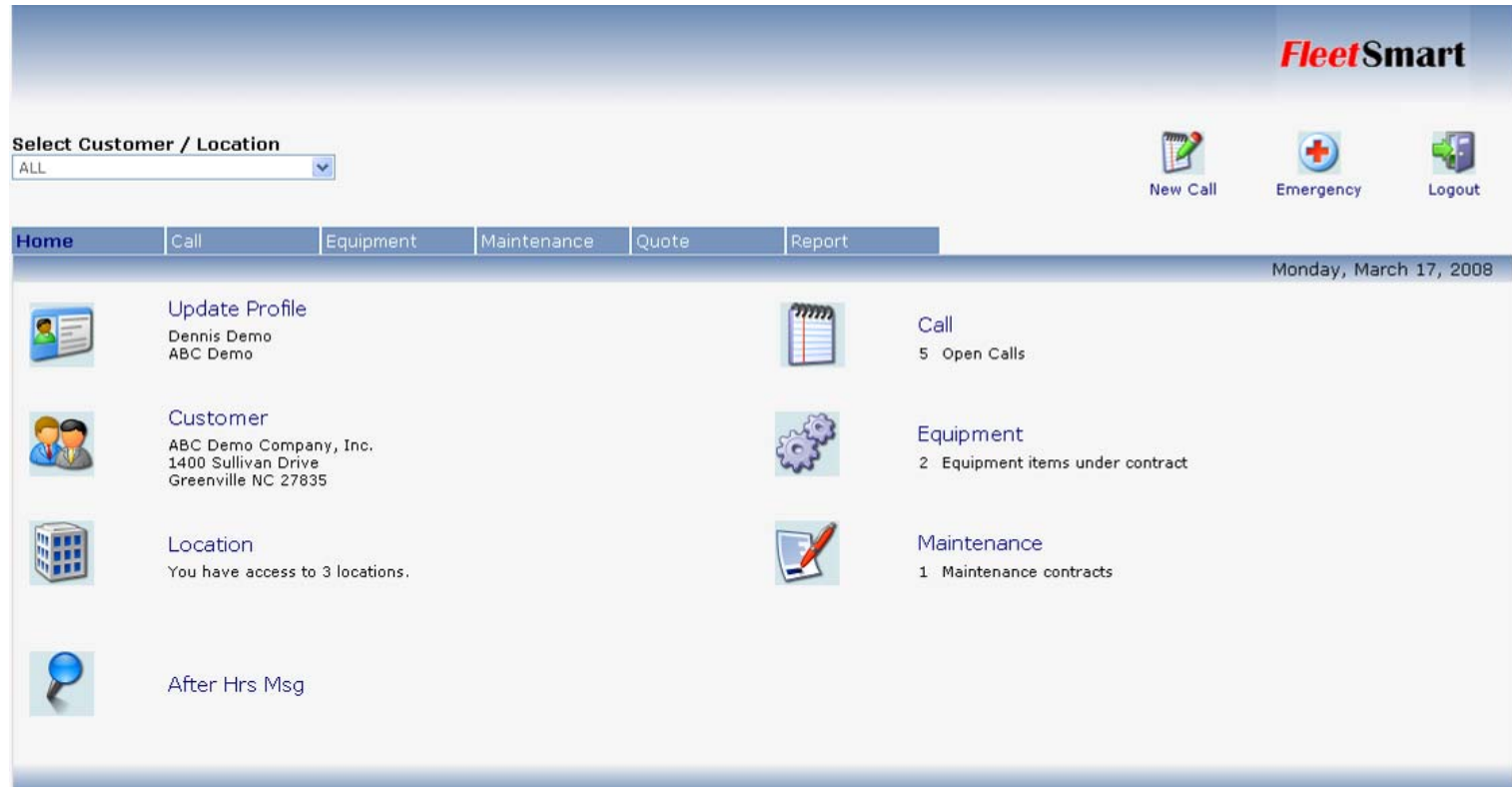


I'm having problems accessing the Portal



Hyster ***FleetSmart***

HOME PAGE



The screenshot displays the FleetSmart web application's home page. At the top right is the 'FleetSmart' logo. Below it, on the left, is a 'Select Customer / Location' dropdown menu currently set to 'ALL'. To the right of this are three icons: 'New Call' (a notepad and pencil), 'Emergency' (a red cross), and 'Logout' (a person icon). A horizontal navigation bar contains tabs for 'Home', 'Call', 'Equipment', 'Maintenance', 'Quote', and 'Report', with 'Home' being the active tab. The date 'Monday, March 17, 2008' is shown in the top right corner of the main content area. The main content area is divided into two columns. The left column contains four items: 'Update Profile' for 'Dennis Demo' at 'ABC Demo'; 'Customer' information for 'ABC Demo Company, Inc.' at '1400 Sullivan Drive, Greenville NC 27835'; 'Location' information stating 'You have access to 3 locations.'; and 'After Hrs Msg'. The right column contains three items: 'Call' with '5 Open Calls'; 'Equipment' with '2 Equipment items under contract'; and 'Maintenance' with '1 Maintenance contracts'. Each item is accompanied by a small icon representing its function.

FleetSmart

Select Customer / Location
ALL

New Call Emergency Logout

Home Call Equipment Maintenance Quote Report

Monday, March 17, 2008

Update Profile
Dennis Demo
ABC Demo

Customer
ABC Demo Company, Inc.
1400 Sullivan Drive
Greenville NC 27835

Location
You have access to 3 locations.

After Hrs Msg

Call
5 Open Calls

Equipment
2 Equipment items under contract

Maintenance
1 Maintenance contracts



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WEB SERVICE CALL REQUEST

FleetSmart

Select Customer / Location
-----Plant# 3579 - Phoenix, AZ

 New Call  Emergency  Logout

Home | Call | Equipment | Maintenance | Quote | Report

Call | New Call Submit

Service Description	Service description	Equipment Is Down ☐
Serial Number	Select	
Customer Number	ABC Demo Company, Inc.	
Address Code	Plant# 3579 - Phoenix, AZ	
PONumber	123456	
Caller Email Address	dennisdemo@abcdemo.com	
Caller Name	Dennis Demo	
Caller Phone		



SERVICE CALL LIST

FleetSmart

Select Customer / Location
ALL

 New Call
  Emergency
  Logout

Home

Call

Equipment

Maintenance

Quote

Report

Call

ALL

ABC Demo Company, Inc.

Plant# 2468 - Atlanta, G

Plant# 3579 - Phoenix, A

Plant# 5791 - Chicago, I

Include Maintenance : ☐ Show : All Calls

Service Call Id	Serial Number	Customer Asset#	Address Code	Location Name	Call Status	Call Type	Call Problem Type	Dealer Workorder	Call Created	Total
071205-0021	Q187V12345E	111	ABC2468	Plant# 2468 - Atlanta, GA	CLOSED	BPMB	NORMAL - HYSTER (302)	123450021	2007/09/26	127
071205-0022	Q187V12345E	111	ABC2468	Plant# 2468 - Atlanta, GA	CLOSED	BPMB	NORMAL - HYSTER (302)	123450022	2007/11/12	109
071206-0009	Q004V06666E	222	ABC2468	Plant# 2468 - Atlanta, GA	CLOSED	BPMB	NORMAL - HYSTER (302)	66660009	2007/10/08	204
071206-0010	Q004V06666E	222	ABC2468	Plant# 2468 - Atlanta, GA	CLOSED	BPMB	NORMAL - HYSTER (302)	66660010	2007/11/14	106
071206-0155	Q187V34765E	333	ABC3579	Plant# 3579 - Phoenix, AZ	CLOSED	BPMB	NORMAL - HYSTER (302)	347650155	2007/10/24	144



SERVICE CALL DETAIL

FleetSmart

Select Customer / Location
ALL

 New Call
 Emergency
 Logout

Home

Call

Equipment

Maintenance

Quote

Report

Call | Call Details | 071207-0003

New Quote

Service Call Id	071207-0003	Customer P.O. Number	3579A0003
Address Code	ABC3579	Maintenance Type	TANDM
Call Status	CLOSED	Call Origination	DIRECT CALL
Call Type Id	MNTB	Component Code	XXX
Call Type Desc	Maintenance (B)	Meter Reading	0
Problem Type	NORMAL - HYSTER (302)	Start Repair Date	11/14/2007
Dealer Workorder Nbr	34765A0003	End Repair Date	11/14/2007
Call Created Date	11/14/2007		
Labor	42.00		
Material	75.00		
Other	42.00		
Tax	0.00		
Total	159.00		



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SERVICE CALL COST DETAIL

FleetSmart

Select Customer / Location
ALL

 New Call
 Emergency
 Logout

Home

Call

Equipment

Maintenance

Quote

Report

Call | Cost Details | 071207-0003

Service Call Id	Invoice Number	Equipment Id	Cost Code Description	Item Number	Item Description	Transaction Quantity	Unit Price	Billing Amount
071207-0003	HS101543	3036	LABOR	LABOR	LABOR	0.50	84.00	42.00
071207-0003	HS101543	3036	PARTS	4609843	HORN BUTTON	1.00	75.00	75.00
071207-0003	HS101543	3036	OTHER	TRAVEL	TRAVEL	0.50	84.00	42.00



EQUIPMENT LIST

FleetSmart

Select Customer / Location
ALL

 New Call  Emergency  Logout

Home | Call | **Equipment** | Maintenance | Quote | Report

Equipment

 ALL

- ABC Demo Company, Inc.
 - Plant# 2468 - Atlanta, GA
 - Plant# 3579 - Phoenix, AZ
 - Plant# 5791 - Chicago, IL

Location Name	Equipment Id	Serial Number	Customer Asset#	Address Code	Make	Model	Equipment Type	Install Date	Mainten Type
Plant# 2468 - Atlanta, GA	3034	Q187V12345E	111	ABC2468	HYSTER	S50FT	IC SIT DOWN RIDER-CUSHION	2007/06/01	TANDM
Plant# 2468 - Atlanta, GA	3035	Q004V06666E	222	ABC2468	HYSTER	S120FT	IC SIT DOWN RIDER-CUSHION	2007/06/01	TANDM
Plant# 3579 - Phoenix, AZ	3036	Q187V34765E	333	ABC3579	HYSTER	S60FT	IC SIT DOWN RIDER-CUSHION	2007/06/01	TANDM
Plant# 3579 - Phoenix, AZ	3037	Q230N97034E	444	ABC3579	HYSTER	B60ZAC	WALKIE/RIDER	2007/06/01	TANDM
Plant# 5791 - Chicago, IL	3038	Q108N26904E	555	ABC5791	HYSTER	E45Z	SIT DOWN ELECTRIC RIDER	2007/06/01	FIXED



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EQUIPMENT DETAIL

FleetSmart

Select Customer / Location
ALL

 New Call  Emergency  Logout

Home | Call | **Equipment** | Maintenance | Quote | Report

Equipment | Equipment Detail | 3036

Customer Number	ABCDEMO	Customer 1st Asset Nbr	333
Customer Name	ABC Demo Company, Inc.	Maintenance Type	TANDM
Location Name	Plant# 3579 - Phoenix, AZ	PM Frequency	250 PM
Serial Number	Q187V34765E	Fuel Type	LPG
Make	HYSTER	Capacity	6000
Model	S60FT	Model Year	2007
Equipment Type	IC SIT DOWN RIDER-CUSHION	Battery Model/SN#	
Install Date	6/1/2007	Charger Model/SN#	
Warranty Expiration	5/31/2008	Attachment Model/SN#	48" Forks
		Hours Per Day	16
		Days Per Week	5
		Weeks Per Year	52



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EQUIPMENT HOUR METER READING

FleetSmart

Select Customer / Location
ALL

 New Call

 Emergency

 Logout

Home | Call | **Equipment** | Maintenance | Quote | Report

Equipment | Equipment MeterReading | 3036 Create

Equipment Id	Reading Date	Reading By	Meter
3036	2007/12/10	051000	992
3036	2007/11/30	051000	946
3036	2007/11/14	051000	897
3036	2007/10/31	051000	810
3036	2007/10/24	051000	751
3036	2007/10/05	051000	712
3036	2007/09/30	051000	687
3036	2007/09/19	051000	607
3036	2007/08/31	051000	512
3036	2007/08/30	051000	492
3036	2007/07/31	051000	403
3036	2007/07/10	051000	256



SERVICE CALL HISTORY

FleetSmart

Select Customer / Location
ALL

 New Call  Emergency  Logout

Home | Call | **Equipment** | Maintenance | Quote | Report

Equipment | Equipment Detail | Call History | 3036 Include Maintenance : ☐ Show : All Calls

Service Call Id	Service Description	Address Code	Location Name	Call Type Id	Call Status	Call Created	Labor	Material	Other	Tax	Total
071206-0155	BASIC PM	ABC3579	Plant# 3579 - Phoenix, AZ	BPMB	CLOSED	2007/10/24	84.00	20.72	40.00	0.00	144.72
071207-0002	Replaced starter.	ABC3579	Plant# 3579 - Phoenix, AZ	MNTB	CLOSED	2007/10/05	126.00	264.62	40.00	0.00	430.62
071207-0003	Replaced horn button.	ABC3579	Plant# 3579 - Phoenix, AZ	MNTB	CLOSED	2007/11/14	42.00	75.00	42.00	0.00	159.00
071210-0010	REPLACED DRIVE TIRE.	ABC3579	Plant# 3579 - Phoenix, AZ	MNTB	COMPLETE	2007/12/10	0.00	0.00	0.00	0.00	0.00



REPAIR QUOTE LIST

FleetSmart

Select Customer / Location
ALL

 New Call
 Emergency
 Logout

Home | Call | Equipment | Maintenance | **Quote** | Report

 Quote
 ALL
ABC Demo Company, Inc.
Plant# 2468 - Atlanta, G
Plant# 3579 - Phoenix, A
Plant# 5791 - Chicago, I

Quote ID	Serial Number	Location Name	Quote Status	Owner Group	Service Date	Meter Reading	Equipment Down	Quote Result	Dealer Contact Name	Quote Repair Note
071210-0015	Q004V06666E	Plant# 2468 - Atlanta, GA	Dealer Submitted	FLEET	12/10/2007 12:00:00 AM	1203	False	Field service request	Mark Mason	Unit Leaking oil. Need new head gasket seal.
071211-0005	Q108N26904E	Plant# 5791 - Chicago, IL	Customer Approved	APPROVED	12/11/2007 12:00:00 AM	1572	False	Field service request	Carl Carter	Custom request install of operator fan.



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REPAIR QUOTE DETAIL

FleetSmart

Select Customer / Location
ALL

 New Call
 Emergency
 Logout

Home | Call | Equipment | Maintenance | **Quote** | Report

Quote | Quote Detail | 071211-0005 [Print](#)

Location Name	Plant# 5791 - Chicago, IL	Labor	84.00
Quote ID	071211-0005	Parts	0.00
Quote Status	Customer Approved	Travel	40.00
Owner Group	APPROVED	Drayage	0.00
Service Date	12/11/2007	Other	0.00
Meter Reading	1572	Total	124.00
Equipment Down	False		
Serial Number	Q108N26904E		
Quote Result	Field service request		
Dealer Contact Name	Carl Carter		
Purchase Order	5791A0005		
Quote Repair Note	Customer requested installation of		
Quote Note	Customer requested installation of		



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REPAIR QUOTE LINE ITEM DETAIL

FleetSmart

Select Customer / Location
ALL

 New Call  Emergency  Logout

Home | Call | Equipment | Maintenance | **Quote** | Report

Quote | Line Items | 071211-0005 Add New Line Item

	Address Code	Service Call ID	Item Number	Item Description	Cost Category Description	Sub Cost Category Description	Quantity	Unit Price	Amount
	ABC5791	071211-0005			LABOR		1.00000	84.00000	84.00000
	ABC5791	071211-0005			Other	TRAVEL	0.50000	80.00000	40.00000

Labor	84.00
Parts	0.00
Travel	40.00
Drayage	0.00
Other	0.00
Total	124.00



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FLEET REPORT MENU

FleetSmart

Select Customer / Location
ALL

 New Call  Emergency  Logout

Home | Call | Equipment | Maintenance | Quote | **Report**

 Report

- Equipment Reports
- Invoice Reports
- Work Order Reports

Report Name
Cost Per Hour Summary
Cost Summary with Parts Detail
Cost Summary without Parts Detail
Equipment Listing
Fixed Maintenance Invoice
Summary Cost By Serial
Time and Material Grouped Invoice
Time and Material Single Invoice
Utilization By Serial
Work Order Invoice Preview



COST PER HOUR REPORT SUMMARY BY SERIAL NUMBER

Customer: ABC Demo Company, Inc. Location: Plant# 2468 - Atlanta, GA, Plant#

Make: HYSTER CallType: ANNUAL SERVICE, Available D

Capacity: 4500, 5000, 6000, 12000 BeginningDate: 6/1/2007

EndingDate: 11/30/2007

View Report

Page Width: Find Next Select a format Export

Report Date: 3/17/2008 Page: 1 of 1

Hyster Company
ABC Demo Company, Inc. (ABCDemo)
Cost per Hour Summary by Serial Number
For the Period: 6/1/2007 to 11/30/2007

Location: Plant# 2468 - Atlanta, GA

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Last Reading	Labor	Parts	Drayage	Misc	Travel	Total	Total Hours	Cost Per Hour
Q004V0666E	222	HYSTER	S120FT	12000	6/1/2007	12/12/2007	1502	\$1,084.14	\$724.52	\$0.00	\$103.00	\$210.00	\$2,121.66	1391	\$1.53
Q187V12345E	111	HYSTER	S50FT	5000	6/1/2007	11/30/2007	859	\$569.63	\$222.00	\$0.00	\$43.00	\$140.00	\$974.63	859	\$1.14
Location Avg CPH for: Plant# 2468 - Atlanta, GA															\$1.38

Location: Plant# 3579 - Phoenix, AZ

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Last Reading	Labor	Parts	Drayage	Misc	Travel	Total	Total Hours	Cost Per Hour
Q187V34765E	333	HYSTER	S60FT	6000	6/1/2007	12/10/2007	992	\$462.00	\$480.25	\$0.00	\$117.00	\$142.00	\$1,201.25	943	\$1.27
Q230N97034E	444	HYSTER	B60ZAC	6000	6/1/2007	11/30/2007	549	\$210.00	\$165.71	\$0.00	\$30.00	\$40.00	\$445.71	549	\$0.81
Location Avg CPH for: Plant# 3579 - Phoenix, AZ															\$1.10

Location: Plant# 5791 - Chicago, IL

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Last Reading	Labor	Parts	Drayage	Misc	Travel	Total	Total Hours	Cost Per Hour
Q108N04598E	666	HYSTER	E45Z	4500	6/1/2007	11/30/2007	1259	\$165.38	\$114.56	\$0.00	\$16.08	\$112.50	\$408.52	1254	\$0.33
Q108N26904E	555	HYSTER	E45Z	4500	6/1/2007	11/30/2007	1438	\$94.50	\$23.08	\$0.00	\$0.00	\$90.00	\$207.58	1438	\$0.14
Location Avg CPH for: Plant# 5791 - Chicago, IL															\$0.23



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WORK ORDER SUMMARY REPORT BY S/N WITH PARTS DETAIL

Customer: ABC Demo Company, Inc. Location: Plant# 2468 - Atlanta, GA, Plan# 1

Make: HYSTER, PARTS CallType: ANNUAL SERVICE, Avoidable D

BeginningDate: 6/1/2007 EndingDate: 11/30/2007

View Report

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Report Date: 3/17/2008 Page: 1 of 9

Hyster Company
ABC Demo Company, Inc. (ABCDemo)

Work Order Summary by Serial Number with Parts Detail

For the Period: 6/1/2007 to 11/30/2007

Work Types: AS, ADB, BPMB, CPMB, DRAB, FM, LUB, MNTB, OMB, PTS, STRB, TIRE

Location: Plant# 2468 - Atlanta, GA

Serial #: 0004V06666E Unit Number: 222 Make: HYSTER Model: S120FT

Service Call ID	Start Repair Date	End Repair Date	Meter Reading	Work Order	Labor Hours	Labor	Parts	Drayage	Misc	Travel	Work Total	Type															
071206-0010	11/14/2007	11/14/2007	0	66660010	1.00	\$73.50	\$20.92	\$0.00	\$12.00	\$0.00	\$106.42	BPMB															
Completed Basic PM																											
<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Nbr</th> <th>Description</th> <th>Unit Cost</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>0324693</td> <td>OIL FILTER</td> <td>\$3.82</td> <td>\$3.82</td> </tr> <tr> <td>5.00</td> <td>3174049</td> <td>OIL QUART 15W30</td> <td>\$3.42</td> <td>\$17.10</td> </tr> </tbody> </table>													Quantity	Part Nbr	Description	Unit Cost	Total	1.00	0324693	OIL FILTER	\$3.82	\$3.82	5.00	3174049	OIL QUART 15W30	\$3.42	\$17.10
Quantity	Part Nbr	Description	Unit Cost	Total																							
1.00	0324693	OIL FILTER	\$3.82	\$3.82																							
5.00	3174049	OIL QUART 15W30	\$3.42	\$17.10																							
071207-0008	11/2/2007	11/2/2007	0	6666A0008	1.00	\$73.50	\$200.14	\$0.00	\$20.00	\$35.00	\$328.64	TIRE															
Replace drive tires.																											



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EQUIPMENT LISTING REPORT

Customer:
Location:

Maint Type:
Make:

Capacity:

View Report

1 of 1
100%
Find | Next
Select a format
Export

Report Date: 3/17/2008 Page: 1 of 1

Hyster Company
ABC Demo Company, Inc. (ABCDemo)
Equipment Listing

Location: Plant# 2468 - Atlanta, GA

Serial Number	Unit Number	Install Date	Make	Model	Capacity	Contract Start	Contract End	Maint Type	Last Reading	Reading Date	PM Frequency
Q187V12345E	111	6/1/2007	HYSTER	S50FT	5000	6/1/2007	6/1/2012	TANDM	859	11/30/2007	250 PM
Q004V06666E	222	6/1/2007	HYSTER	S120FT	12000	6/1/2007	6/1/2012	TANDM	1502	12/12/2007	250 PM

Location: Plant# 2468 - Atlanta, GA Total # of Units: 2

Location: Plant# 3579 - Phoenix, AZ

Serial Number	Unit Number	Install Date	Make	Model	Capacity	Contract Start	Contract End	Maint Type	Last Reading	Reading Date	PM Frequency
Q230N97034E	444	6/1/2007	HYSTER	B60ZAC	6000	6/1/2007	6/1/2012	TANDM	549	11/30/2007	500 PM
Q187V34765E	333	6/1/2007	HYSTER	S60FT	6000	6/1/2007	6/1/2012	TANDM	992	12/10/2007	250 PM
PARTS3579		6/1/2007	PARTS	PARTS	0	6/1/2007	6/1/2012	PARTS ONLY	0	10/3/2007	

Location: Plant# 3579 - Phoenix, AZ Total # of Units: 3

Location: Plant# 5791 - Chicago, IL

Serial Number	Unit Number	Install Date	Make	Model	Capacity	Contract Start	Contract End	Maint Type	Last Reading	Reading Date	PM Frequency
Q108N26904E	555	6/1/2007	HYSTER	E45Z	4500	6/1/2007	6/1/2012	FIXED	1438	11/30/2007	500 PM
Q108N04598E	666	6/1/2007	HYSTER	E45Z	4500	6/1/2007	6/1/2012	FIXED	1259	11/30/2007	500 PM

Location: Plant# 5791 - Chicago, IL Total # of Units: 2



SUMMARY COST REPORT BY SERIAL NUMBER

Customer: **ABC Demo Company, Inc.**
Location: **Plant# 2468 - Atlanta, GA, Plan**

Make: **HYSTER, PARTS**
CallType: **ANNUAL SERVICE, Avoidable D**

Capacity: **0, 4500, 5000, 6000, 12000**
BeginningDate: **6/1/2007**

EndingDate: **11/30/2007**

View Report

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Page Width
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Select a format
Export

Report Date: 3/17/2008 Page: 1 of 2

Hyster Company
ABC Demo Company, Inc. (ABCDemo)
Serial Number Summary Cost
For the Period: 6/1/2007 to 11/30/2007
Work Types: AS, ADB, BPMB, CPMB, DRAB, FM, LUB, MNTB, OMB, PTS, STRB, TIRE

Location : Plant# 2468 - Atlanta, GA

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Last Reading	Labor	Parts	Drayage	Misc	Travel	Total
Q004V06666E	222	HYSTER	S120FT	12000	6/1/2007	12/12/2007	1502	\$1,084.14	\$724.52	\$0.00	\$103.00	\$210.00	\$2,121.66
Q187V12345E	111	HYSTER	S50FT	5000	6/1/2007	11/30/2007	859	\$569.63	\$222.00	\$0.00	\$43.00	\$140.00	\$974.63
Location Total for: Plant# 2468 - Atlanta, GA								\$1,653.77	\$946.52	\$0.00	\$146.00	\$350.00	\$3,096.29

Location : Plant# 3579 - Phoenix, AZ

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Last Reading	Labor	Parts	Drayage	Misc	Travel	Total
PARTS3579		PARTS	PARTS	0	6/1/2007	10/3/2007	0	\$0.00	\$538.29	\$0.00	\$15.00	\$0.00	\$553.29
Q187V34765E	333	HYSTER	S60FT	6000	6/1/2007	12/10/2007	992	\$462.00	\$480.25	\$0.00	\$117.00	\$142.00	\$1,201.25
Q230N97034E	444	HYSTER	B60ZAC	6000	6/1/2007	11/30/2007	549	\$210.00	\$165.71	\$0.00	\$30.00	\$40.00	\$445.71
Location Total for: Plant# 3579 - Phoenix, AZ								\$672.00	\$1,184.25	\$0.00	\$162.00	\$182.00	\$2,200.25



Hyster *Fleet* **Smart**

FLEET UTILIZATION REPORT BY SERIAL NUMBER

Customer: ABC Demo Company, Inc. Location: Plant# 2468 - Atlanta, GA, Plan#

Make: HYSTER, PARTS Capacity: 0, 4500, 5000, 6000, 12000

BeginningDate: 6/1/2007 EndingDate: 11/30/2007

View Report

1 of 1 100% Find | Next Select a format Export

Report Date: 3/17/2008 Page: 1 of 1

Hyster Company
ABC Demo Company, Inc. (ABCDemo)
Utilization Report by Serial Number
For the Period: 6/1/2007 to 11/30/2007

Location: Plant# 2468 - Atlanta, GA

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Latest Reading	Actual Hours	Available Hours	Actual Utilization
Q004V0666E	222	HYSTER	S120FT	12000	6/1/2007	12/12/2007	1502	1391	2489	55.89 %
Q187V12345E	111	HYSTER	S50FT	5000	6/1/2007	11/30/2007	859	858	2074	41.37 %

Location Average: Plant# 2468 - Atlanta, GA 49.29 %

Location: Plant# 3579 - Phoenix, AZ

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Latest Reading	Actual Hours	Available Hours	Actual Utilization
PARTS3579		PARTS	PARTS	0	6/1/2007	10/3/2007	0	0	0	0.00 %
Q187V34765E	333	HYSTER	S60FT	6000	6/1/2007	12/10/2007	992	943	2074	45.47 %
Q230N97034E	444	HYSTER	B60ZAC	6000	6/1/2007	11/30/2007	549	548	2074	26.42 %

Location Average: Plant# 3579 - Phoenix, AZ 35.97 %

Location: Plant# 5791 - Chicago, IL

Serial Number	Unit Number	Make	Model	Capacity	Install Date	Reading Date	Latest Reading	Actual Hours	Available Hours	Actual Utilization
Q108N04598E	666	HYSTER	E45Z	4500	6/1/2007	11/30/2007	1259	1254	2904	43.18 %
Q108N26904E	555	HYSTER	E45Z	4500	6/1/2007	11/30/2007	1438	1436	2904	49.45 %



Hyster FleetSmart

Telemetry Solutions

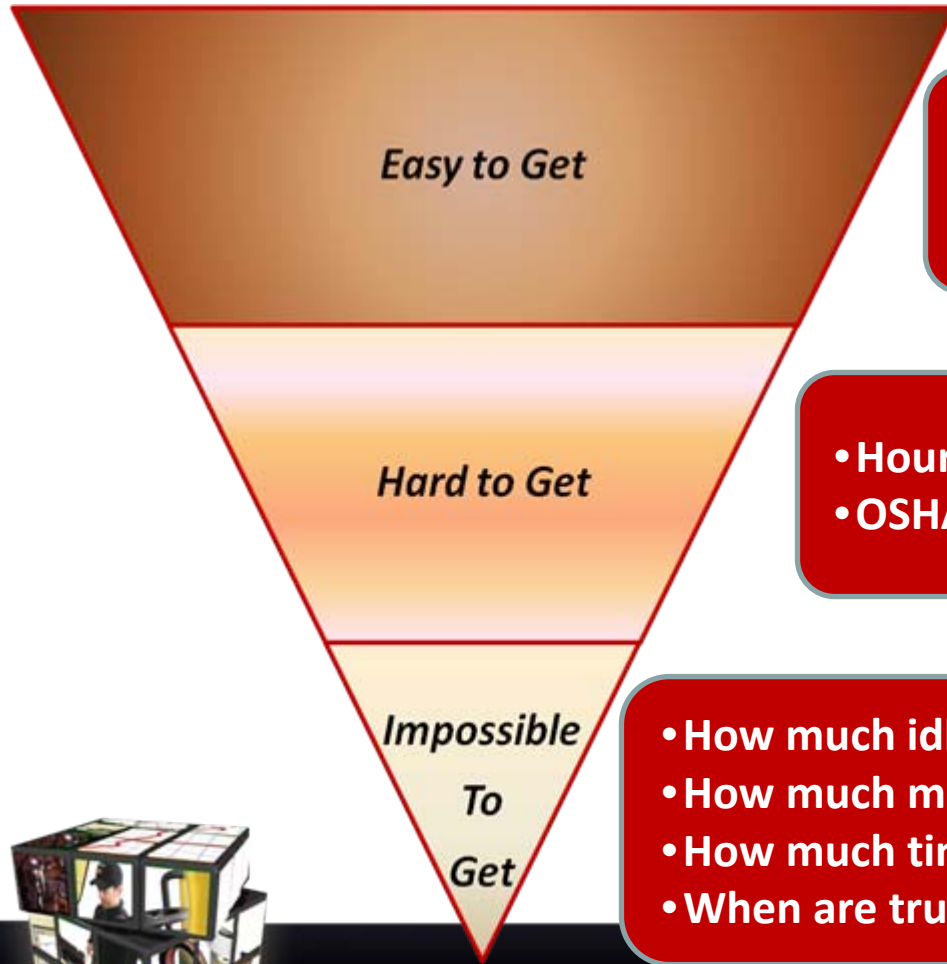
The deployment of telemetry solutions can help you achieve the greatest potential for reducing operational costs and maximizing productivity



Hyster *Fleet*Smart

Actionable Data Collection...

It's About Managing DATA!



- Inventory of vehicles
- List of drivers

- Hour meter readings
- OSHA checklist generated repair orders

- How much idle time
- How much motion time with a load
- How much time drivers are logged in vs. hours paid
- When are trucks due for PM based on motion hours

Hyster *Fleet*Smart

What Do You Want To Monitor?

- Motion/idle
- Motor on
- Seat switch
- Impact (G-force)
- GPS receiver
- Speed/distance
- Lift weight
- Load sense
- Oil pressure
- Oil temperature



- Battery voltage
- Battery management (swap & fast charge)
- RS-232 interfaces (RFID reader, etc.)
- Opti-KanTM optimized kanban task msgs
- Automated workforce resource mgt.
- Operator ID to match facility access control



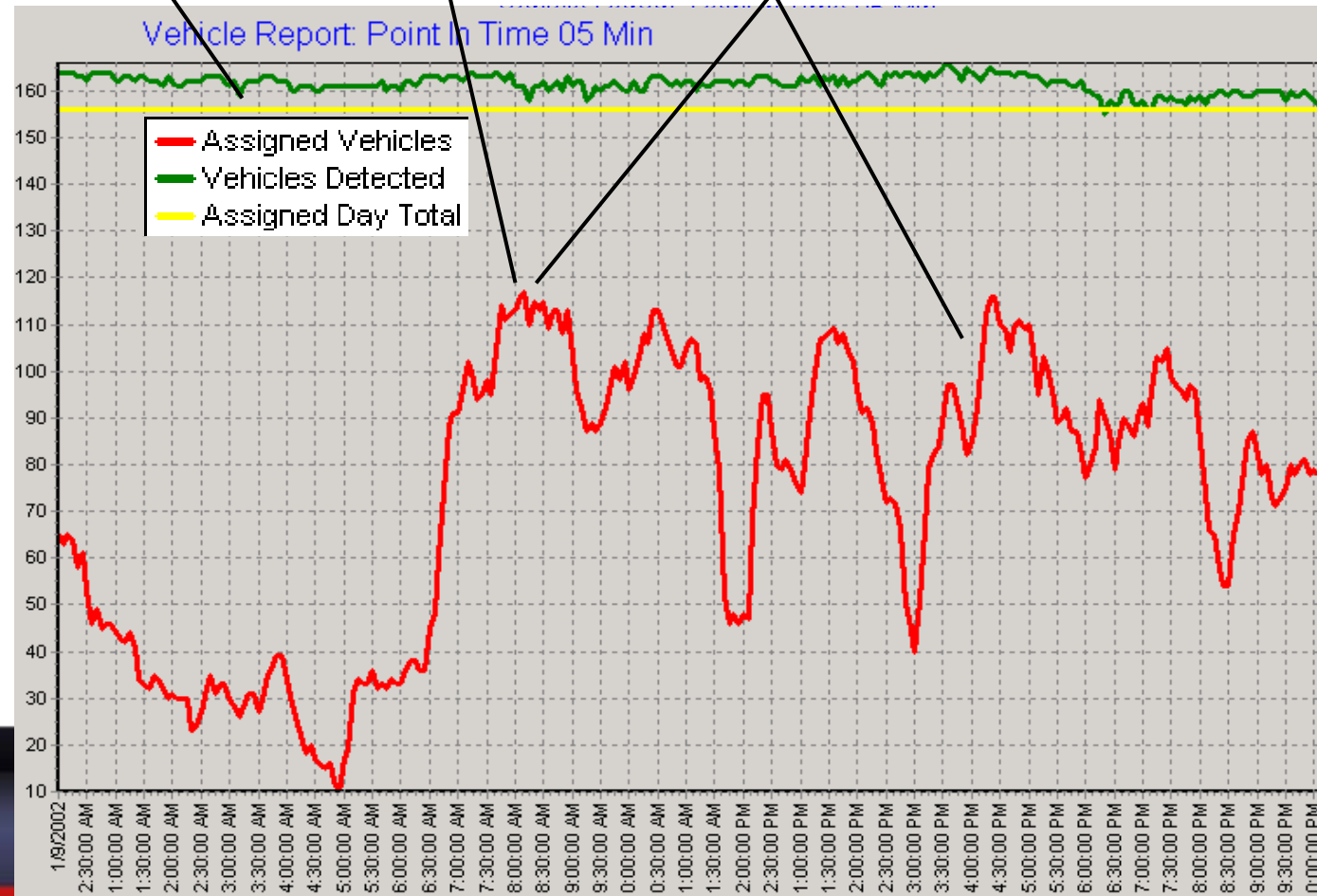
Analysis of Equipment Utilization

Yellow line: total quantity of different vehicles used in period (156/165 today)

Red line: qty of vehicles in simultaneous use at each point in time. Note: max. is only about 115 (70% of fleet).

Note also: max. usage is start of 1st & 2nd shift and never reaches same level again.

- Detailed usage reports, by vehicle & group
- Peak usage chart
- Point-in-Time reports showing peak and total vehicle usage



Why Customers Deploy

Safety - Access Control and Security

- Management of vehicle operators – driver accountability
- Control of vehicles – lockdown for impact incidents, geo-fencing

Productivity & Utilization

- Actionable Intelligence – key time vs. motion w/o load vs. motion w/load
- More effective deployment of resources – equipment and labor
- Reducing cost on a daily basis – reducing OT, less resources required
- Optimization – true capacity of facility and resources
- Load balance resources – smooth the peaks and valleys

Maintenance

- OSHA Compliance – on-line checklist, identify severe conditions
- Proper maintenance levels – true motion measurement vs. key or calendar time – fewer PMs
- Improved visibility to issues before problems arise – lowering mte. costs
- Load balance of maintenance activities – proactive vs. reactive
- PM scheduling and enforcement – maintenance alerts

Hyster *Fleet*Smart

*... is Service Performed by a
“Best In Class”
Dealer Network*



Consider

The Value of

PRODUCT SUPPORT



Hyster *Fleet*Smart

A “Best In Class” Dealer Network

- Have nationwide coverage
 - Parts access and inventory investment
- Work orders electronically linked to a Fleet Management System
- Provide “Best In Class” Aftermarket support



Hyst



The Value of Nationwide Coverage

“Best In Class” Dealerships are:

- Strategically located where customers are
 - Improved response times/minimized travel expenses
- Staffed with experienced parts/service personnel
 - Knowledgeable on various types of equipment



The Value of Nationwide Coverage

“Best In Class” Dealerships have:

- Immediate access to all parts sources
 - Service van investment (typ. >\$10,000)
 - Dealership investment (typ. >\$2,000,000)
 - Electronically linked to other dealers stock (typ.>\$100 mil.)
 - Strategically placed parts distribution warehouses (typ.>\$200 mil.)
 - Average parts fill percent above 96%



Hyster *Fleet* **Smart**

Aftermarket Support Services

- The value of skilled technicians
- Experience in repairing all makes of equipment
 - Minimizes unscheduled downtime/travel expenses
- Achieved levels of certification
- Trained on best PM practices
 - Reduction in costs due to neglect
- Service Consultant
 - Recommend solutions
 - Analyze potential problems



Aftermarket Support Services

Utilizes latest technology

- Laptop equipped Techs
 - More efficient with Diagnostic process
 - Web access to parts/service technical data
 - Information at point of use
- GPS equipped service vans
 - Intelligent dispatching capabilities
 - Aids in improved response times



er **FleetSmart**

Aftermarket Support Services

In addition to support on our own product, we offer a wide range of Aftermarket services:

- Parts/service for competitive equipment
- Rentals – Short Term and Long Term
- Operator Training Programs
- Allied Products
- Chain/Fork/Tire Inspection Programs



Hyster *Fleet*Smart

Aftermarket Support Services

Tire outside diameter (new) **18**
Tire inside diameter **12.13**
*Resiliency Factor **3.0**

Tire Inspections

Percent of Wear	New	10%	20%	30%	40%	50%	60%	70%	80%
Rubber Thickness	2.6	2.4	2.1	1.8	1.6	1.3	1.1	0.8	0.5
Wore Tire Diameter	18.0	17.5	17.0	16.4	15.9	15.4	14.9	14.3	13.8
Fuel Consumption Increase		3%	6%	10%	13%	17%	21%	26%	30%
**Reflex Modulus		4%	11%	30%	83%	229%	634%	1767%	4952%
Traction Factor	324.0	314.6	305.1	295.7	286.2	276.8	267.3	257.9	248.4

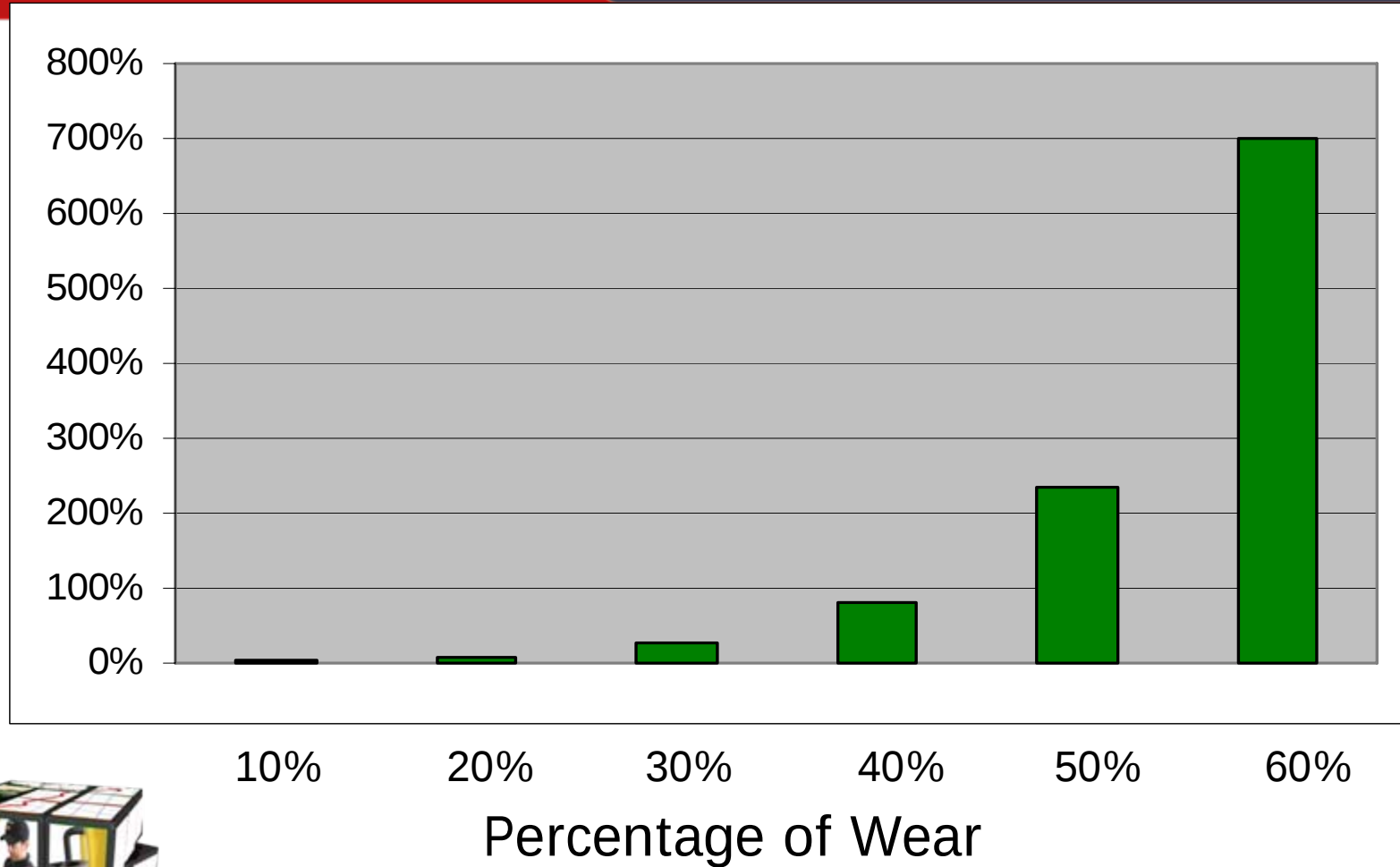
*Resiliency Factor is a number based on the durometer rating of the rubber
(Higher number/firmer compound) 3" Universal Compound

**Reflex Modulus is a calculation of the impact through the rubber into the lift truck

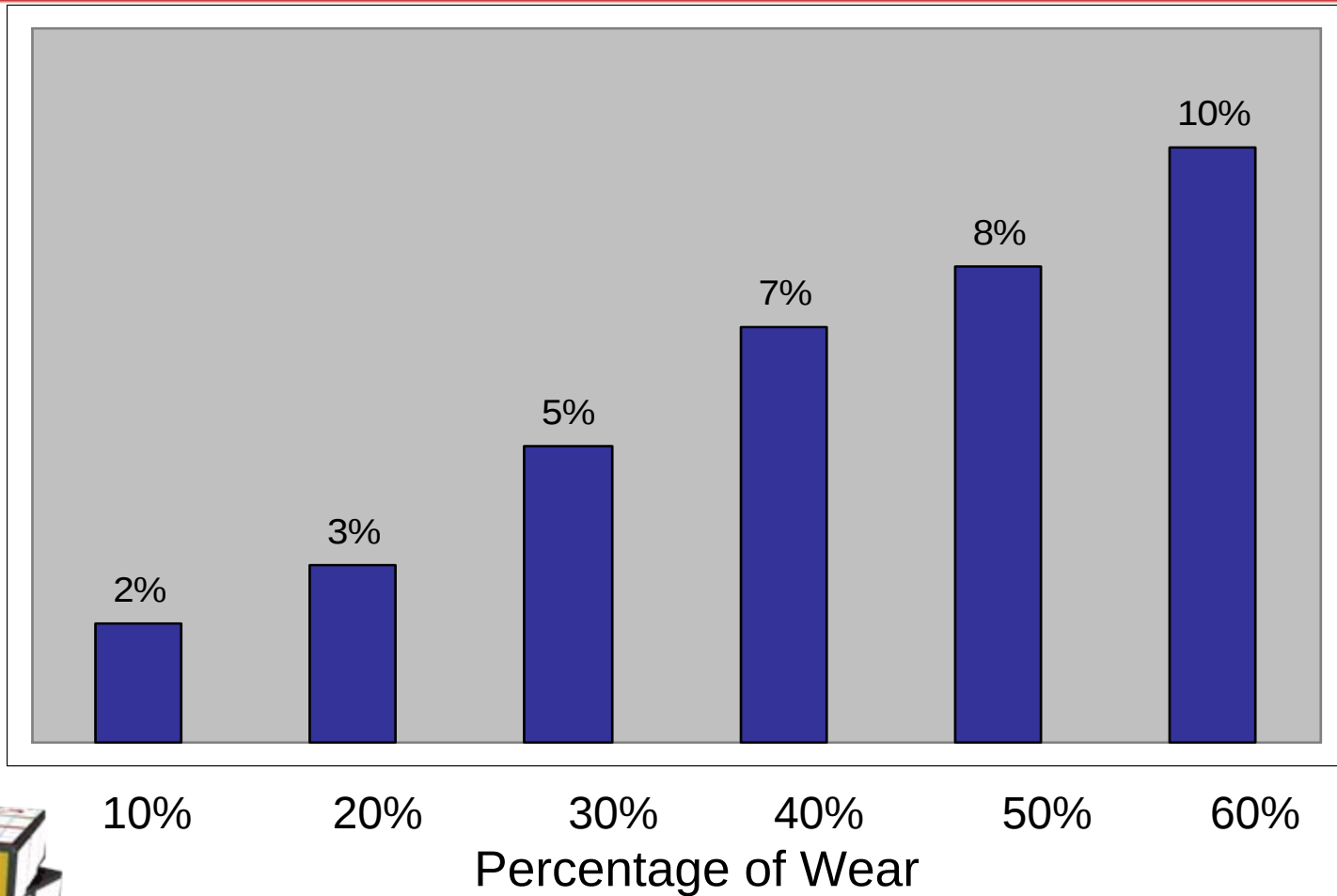


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Tires – Impact (shock transmitted) on Truck



Tires – Impact on Fuel Consumption



Aftermarket Support Services

A Remanufactured Program

- OEM quality at a fraction of the cost of new
 - Reduces cost per hour operation of equipment
- Has coverage for many brands/types of equipment



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Aftermarket Support Services

Operator Training Programs

OSHA estimates that training regulations will prevent 11 deaths and nearly 10,000 injuries per year

- OSHA requirement
- Promotes best operating practices
- Improves driver efficiency
- Minimizes product damage and accidents



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A “Best In Class” Dealer Network” is...

Linked with a Fleet Management System

- Streamlined processes
 - Work orders electronically transmitted
 - Eliminates an error-prone process
 - Reduces customer cost for Fleet Management solution



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To Summarize...

A FleetSmart Maintenance program can deliver...

A cost-effective fleet management solution with these capabilities...

1. Maintenance scheduling/cost tracking
2. Lease tracking/termination planning
 - Including advanced notification
3. Fleet analysis and optimization
4. Usage tracking and reporting
5. Consolidated billing
6. “Best in Class” Service and Aftermarket support



Hyster *Fleet*Smart

*The Safe Choice for
Fleet
Management*

