



Today's Presentation:

## Online Dealer Aftermarket/Field Nameplate Request Form

The presentation will begin shortly...



Presented By:  
Bill Cox, Field Nameplate Engineer  
Debbie Baum, Field Nameplate Specialist



## Online Dealer Aftermarket/Field Nameplate Request Form



### Web Cast Agenda

- **Introduction**
- **Benefits of the Online Request Form**
- **Implementation Schedule**
- **Using the Online Form**
- **FAQs (Frequently Asked Questions)**
- **Q & A Session**

•My name is Debbie Baum, Field Nameplate Specialist and with me is Bill Cox, Field Nameplate Engineer. Some of you have talked to us in the past and we are glad to have you joining us today. Vicky Buis, Sped Pricing Manager and Ken Yoakum, Supervisor Aftermarket/Special Applications are also joining us today.

•Bill and I will be explaining the Benefits of the Online Request Form, the Implementation Schedule, how to Use the Online Form, and discussing some frequently asked questions.



## Online Dealer Aftermarket/Field Nameplate Request Form



### Advantages of Online Request Form

- ✓ Improved response time.
- ✓ An email acknowledgement will be sent to you as soon as the request is made. No more wondering, *"did the fax go through?"*.
- ✓ You can check online to see if the plate has been received, completed, and returned to you.
- ✓ The system will store historical information about your dealership's nameplate request activity. This history will be available online.

•Some of the advantages of using this online system will be reduced clerical time and increased processing time. We will no longer have to do research for missing information and denying requests for lack of information.

•Another benefit will be an email acknowledgement that your request has been received and is in process, providing you have entered a correct email address. No more wondering, "did the fax go through?".

•An added feature will be available for checking the status of a particular request. You now will be able to check online if a request has been completed, eliminating a phone call.

•You will also have an online history of those units you have submitted requests for in the past.



## Online Dealer Aftermarket/Field Nameplate Request Form

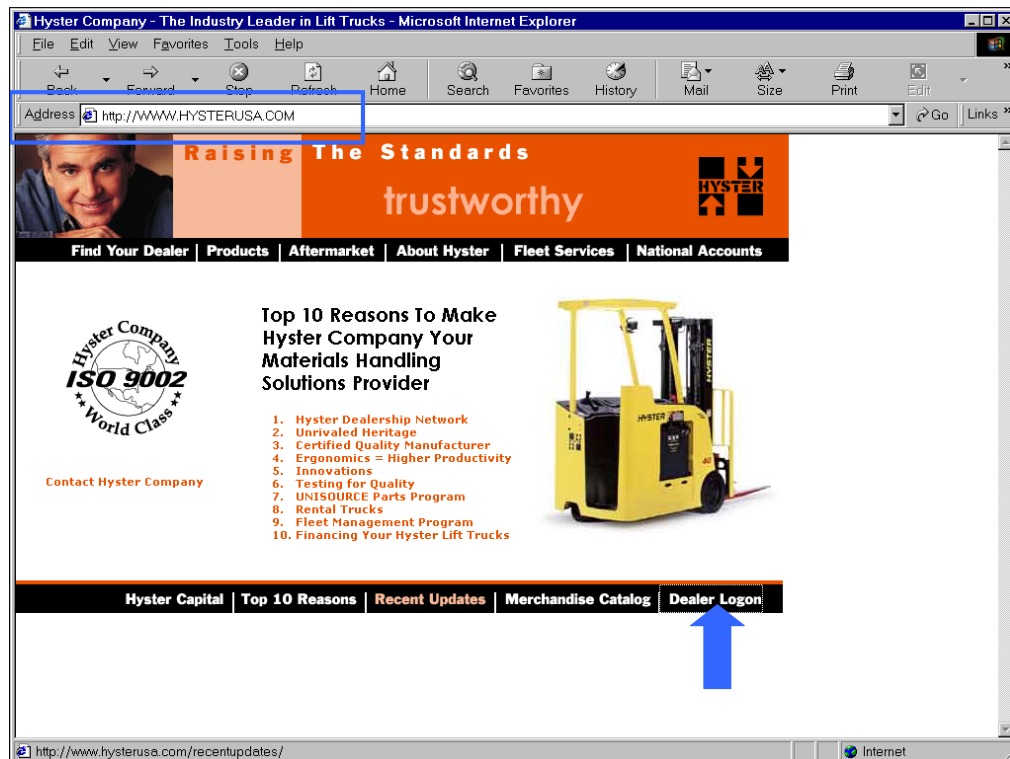


### Implementation of Online System

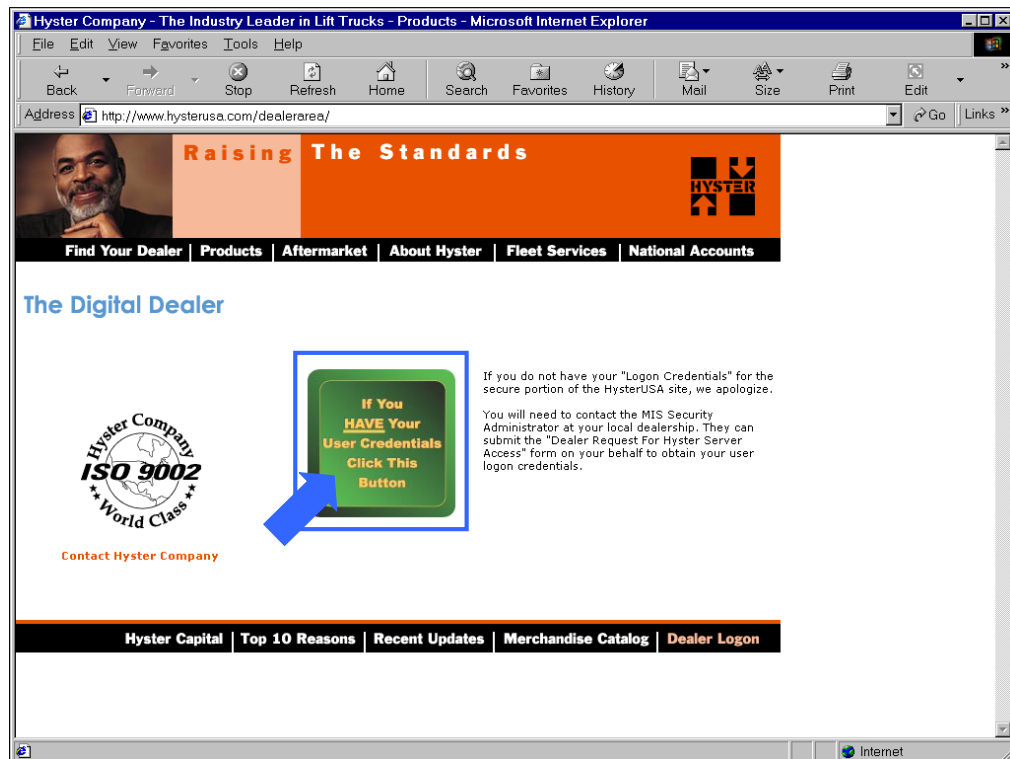
- Online Nameplate Request Form was announced August 8, 2002.
- We will accept requests by fax through Friday, November 1, 2002.

**As of Monday, November 4, 2002  
Fax requests will no longer be accepted!!**

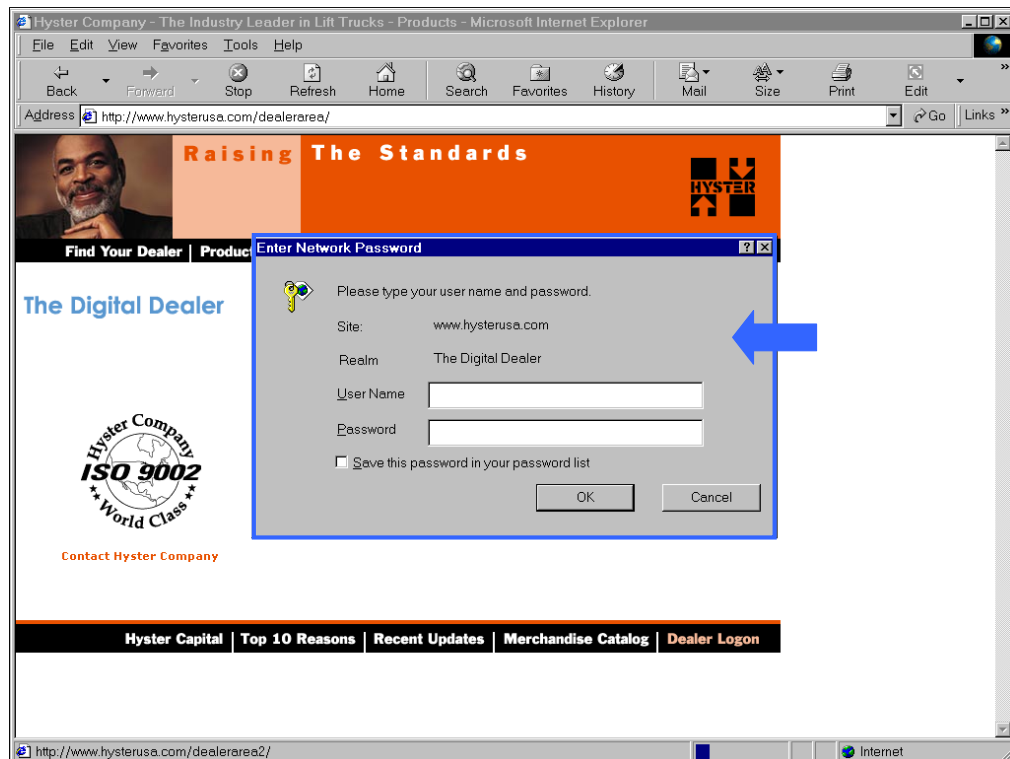
This new online system will be implemented Monday, November 4, 2002. As of that date, we will no longer be accepting requests by Fax!



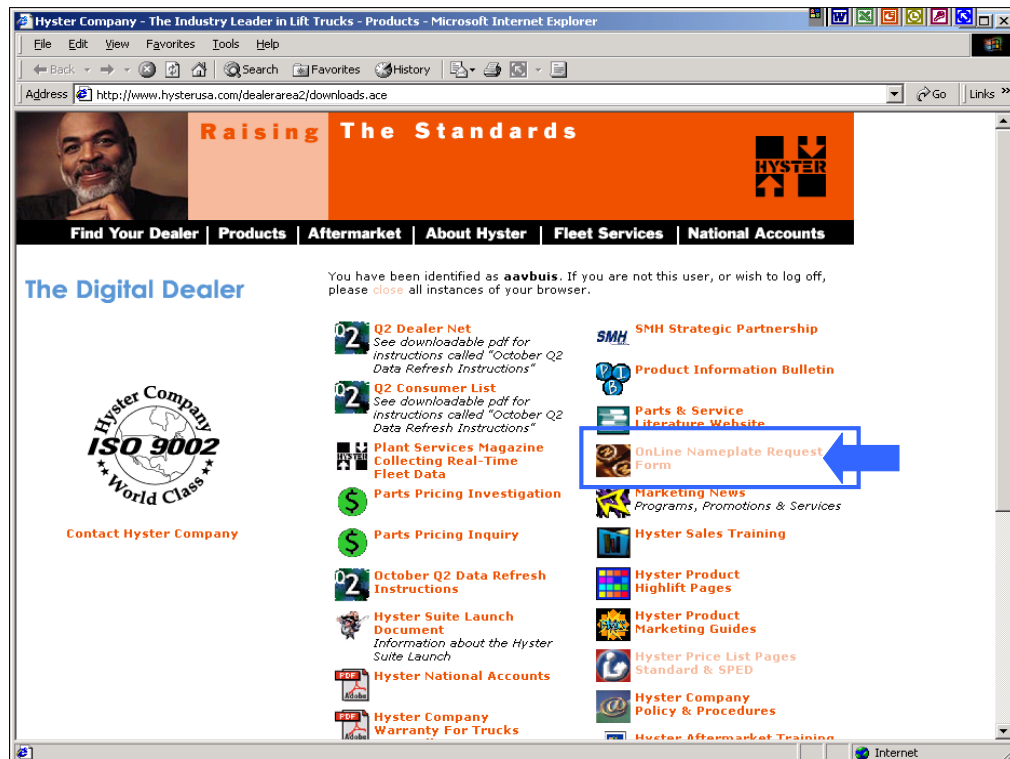
- To access the online request form, you must first go to the HYSTERUSA.com homepage.
- Click the Dealer Logon button in the lower right hand corner.



On the Digital Dealer page you will click on green button to access your login screen.



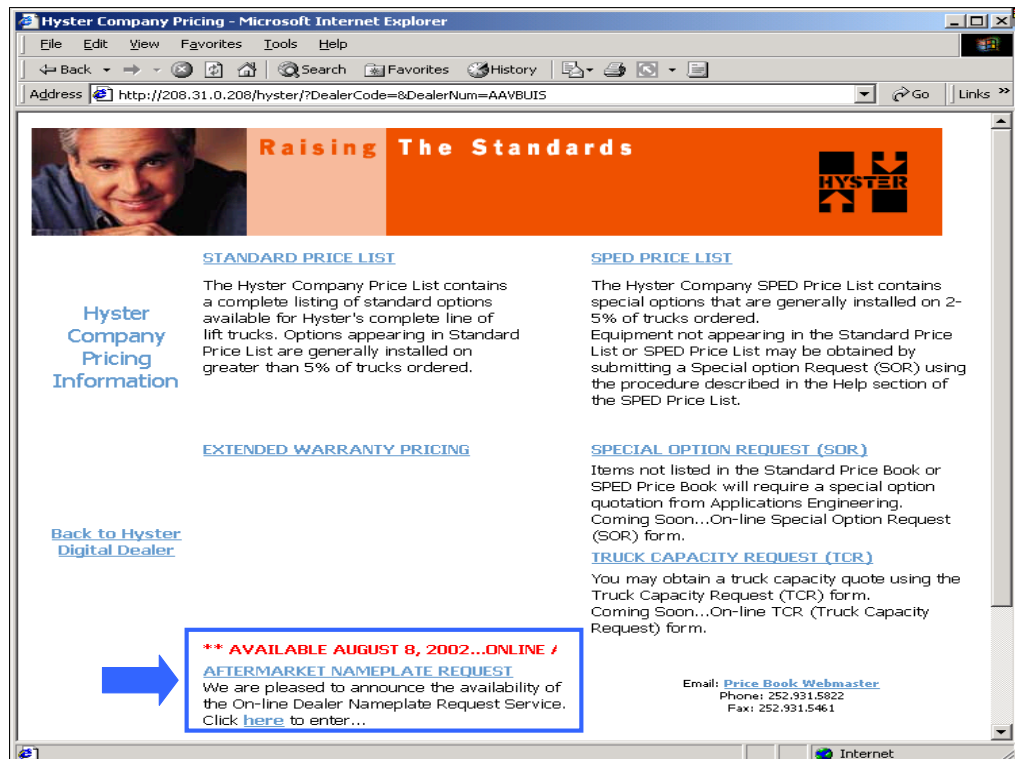
Here you will enter "Your User Name and Password".  
(Remember: *The password is case sensitive.*)



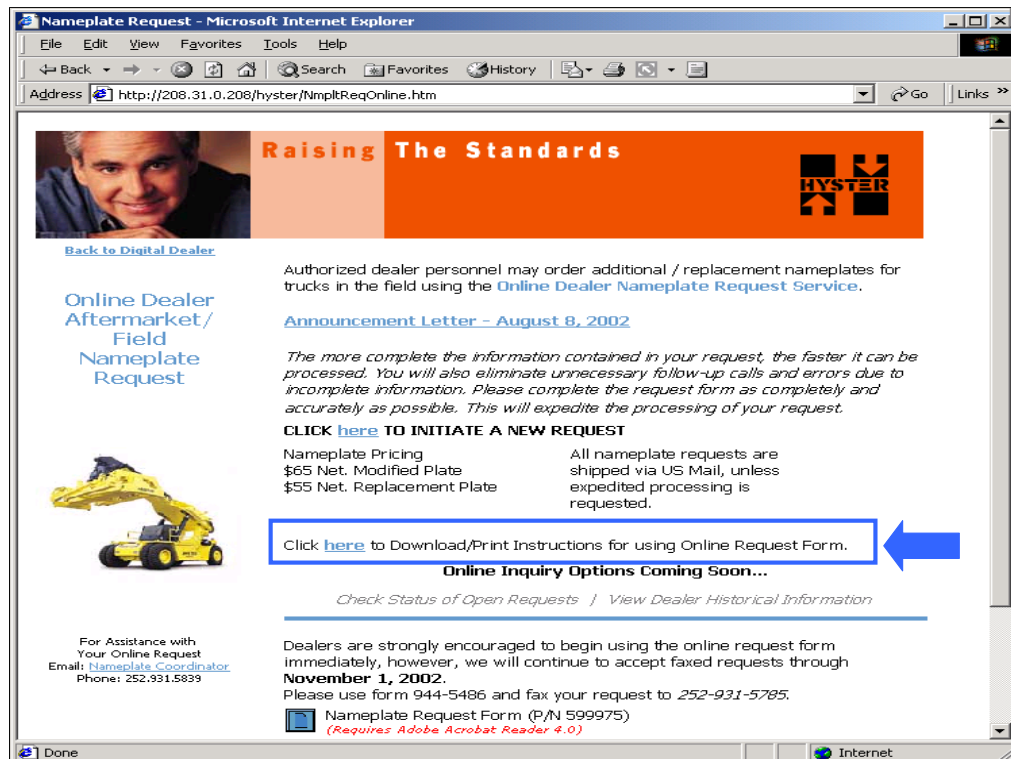
- There are two ways to access the Online Request Form:
- First, look for the “Online Nameplate Request Form” link on the Digital Dealer Homepage. Most parts and service personnel will use this button.



For those of you who use the SPED Price Book, you can access the Request Form through the SPED Price Book link.



If you come from the SPED Price Book link, click on the Aftermarket Nameplate Request link on the bottom left.



- Regardless of which link you use, you will get to this page.
- Notice in the middle of this page, you will find the instructions for using the online request form. Click “here” to download and/or print these directions.
- Printing these instructions will help you when completing the form. They explain each field so you will understand what information is required to process your request.
- These instructions are also available while filling out the form via online “help”. We will demonstrate this later in the program.



Just above the nameplate instructions line, you will see “CLICK here TO INITIATE A NEW REQUEST”. Clicking on this will take you to our new request form.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step1.asp> Go Links

### Dealer Nameplate Request Form

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

| Shipping Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Truck Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------|--------------------------------|--------------------------|-----------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------------------|--------------------------|---------------------------------------------|--------------------------|-------------------------------------------|--------------------------|-----------------------------|--------------------------|---------------------------------|--------------------------|------------------------------|--------------------------|
| <p><a href="#">Attention:</a> <input type="text"/></p> <p>Address: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State: <input type="text"/></p> <p>Zip: <input type="text"/></p> <p><a href="#">Customer Name:</a> <input type="text"/></p> <p><a href="#">Dealer Contact:</a> <input type="text"/></p> <p><a href="#">Phone:</a> <input type="text"/></p> <p><a href="#">Email:</a> <input type="text"/></p> <p><a href="#">For Expedited Processing</a> <input type="checkbox"/></p> <p>FedEx #: <input type="text"/></p> <p>UPS #: <input type="text"/></p> | <p><a href="#">Model Number:</a> <input type="text"/></p> <p><a href="#">Serial Number:</a> <input type="text"/></p> <p><a href="#">Sales Order Number:</a> <input type="text"/></p> <p><b>Reason For This Request</b></p> <table><tr><td><a href="#">Add Attachment</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Lost / Damaged</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Delete Attachment</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Manufacturing Error</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Misc (e.g. tire or tilt change)</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Add Auxiliary Counterweight</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Main Counterweight</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Mast</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Carriage</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Forks</a></td><td><input type="checkbox"/></td></tr></table> | <a href="#">Add Attachment</a> | <input type="checkbox"/> | <a href="#">Lost / Damaged</a> | <input type="checkbox"/> | <a href="#">Delete Attachment</a> | <input type="checkbox"/> | <a href="#">Manufacturing Error</a> | <input type="checkbox"/> | <a href="#">Misc (e.g. tire or tilt change)</a> | <input type="checkbox"/> | <a href="#">Add Auxiliary Counterweight</a> | <input type="checkbox"/> | <a href="#">Change Main Counterweight</a> | <input type="checkbox"/> | <a href="#">Change Mast</a> | <input type="checkbox"/> | <a href="#">Change Carriage</a> | <input type="checkbox"/> | <a href="#">Change Forks</a> | <input type="checkbox"/> |
| <a href="#">Add Attachment</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Lost / Damaged</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Delete Attachment</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Manufacturing Error</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Misc (e.g. tire or tilt change)</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Add Auxiliary Counterweight</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Main Counterweight</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Mast</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Carriage</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Forks</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |

Next Step →

Internet

As you can see, this form is very much like the one you have been used to using.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp> Go Links

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#) Van Keppel - Oklahoma City, OK

[Send Plate To:](#) Van Keppel - Oklahoma City, OK  
 Van Keppel - Tulsa, OK  
 Van Keppel - Kansas City, KS  
 Van Keppel - Springfield, MO  
 VBS - Chesapeake, VA  
 VBS - Roanoke, VA  
 VBS - Winchester, VA  
 VBS - Rocky Mount, NC  
 VBS - Richmond, VA  
 Wajax - Regina, SK  
 Wajax - Saskatoon, SK

**Shipping Info**

[Attention:](#)

Address:

City:

State:

Zip:

[Customer Name:](#)

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

[Sales Order Number:](#)

**Reason For This Request**

[Add Attachment](#) ☐

[Lost / Damaged](#) ☐

[Delete Attachment](#) ☐

[Manufacturing Error](#) ☐

[Misc \(e.g. tire or tilt change\)](#) ☐

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Carriage](#) ☐

[Change Forks](#) ☐

**For Expedited Processing** ☐

FedEx #:

UPS #:

Next Step →

- The first entry will be your dealership/location.
- Simply by typing in the first letter of your dealer name will take you to a list of dealers by that letter. In this example we have typed a “V” for VBS, Richmond, then scrolled down until we found VBS, Richmond, and clicked on it.
- The dealer requesting, will be the dealership invoiced monthly for nameplate charges.

Nameplate Request Form 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address http://205.160.50.126/step1.asp Go Links

### Dealer Nameplate Request Form

Dealer Requesting Plate:  

Send Plate To:

#### Shipping Info

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

**For Expedited Processing** ☐

FedEx #:

UPS #:

#### Truck Info

Model Number:

Serial Number:

Sales Order Number:

#### Reason For This Request

[Add Attachment](#) ☐  
[Lost / Damaged](#) ☐  
[Delete Attachment](#) ☐  
[Manufacturing Error](#) ☐  
[Misc \(e.g. tire or tilt change\)](#) ☐  
[Add Auxiliary Counterweight](#) ☐  
[Change Main Counterweight](#) ☐  
[Change Mast](#) ☐  
[Change Carriage](#) ☐  
[Change Forks](#) ☐

Next Step →

javascript:helpFile("sendplateto") Internet

In the following examples, we will be using VBS in Richmond, VA, as the requesting dealer.

**Dealer Nameplate Request Form**

Dealer Requesting Plate: VBS - Richmond, VA

Send Plate To: VBS - Roanoke, VA

**Shipping Info**

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

**Reason For This Request**

[Add Attachment](#) ☐

[Lost / Damaged](#) ☐

[Delete Attachment](#) ☐

[Manufacturing Error](#) ☐

[Misc \(e.g. tire or tilt change\)](#) ☐

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Carriage](#) ☐

[Change Forks](#) ☐

**For Expedited Processing** ☐

FedEx #:

UPS #:

Next Step →

•In this next field, we need to know where the plate will be sent. This can be the requesting dealer, another branch, or another dealer altogether. (*We cannot send nameplates directly to the customer.*) This example, VBS-Richmond, is requesting the plate be sent to VBS-Roanoke, VA, not Richmond.

•Again, in this box, you may type the first letter of dealer name, as you did for requesting dealer, to find the dealership/location, then use the drop down menu.

**Dealer Nameplate Request Form**

Dealer Requesting Plate: VBS - Richmond, VA

Send Plate To: VBS - Roanoke, VA

**Shipping Info**

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

**For Expedited Processing** ☐

FedEx #:

UPS #:

**Truck Info**

Model Number:

Serial Number:

Sales Order Number:

**Reason For This Request**

- [Add Attachment](#) ☐
- [Lost / Damaged](#) ☐
- [Delete Attachment](#) ☐
- [Manufacturing Error](#) ☐
- [Misc \(e.g. tire or tilt change\)](#) ☐
- [Add Auxiliary Counterweight](#) ☐
- [Change Main Counterweight](#) ☐
- [Change Mast](#) ☐
- [Change Carriage](#) ☐
- [Change Forks](#) ☐

Next Step ->

Notice that the address and phone number is automatically filled once you pick the receiving dealer.

Please take notice if the address or phone number is correct. If not, notify April Caldwell, Dealer Development, at 252-931-5678, to get it corrected.

**Dealer Nameplate Request Form**

Dealer Requesting Plate:

Send Plate To:

**Shipping Info**

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

**For Expedited Processing** ☐

FedEx #:

UPS #:

**Truck Info**

Model Number:

Serial Number:

Sales Order Number:

**Reason For This Request**

Add Attachment ☐

Lost / Damaged ☐

Delete Attachment ☐

Manufacturing Error ☐

Misc (e.g. tire or tilt change) ☐

Add Auxiliary Counterweight ☐

Change Main Counterweight ☐

Change Mast ☐

Change Carriage ☐

Change Forks ☐

Next Step →

This next slide shows the shipping information that needs to be completed.

- Remember, the address is auto-filled, per dealer branch selected in the “Send Plate To” field.
- In the attention window, supply the name of person directly involved in this request, so he or she will be notified upon the arrival of the plate.
- Customer Name: Is an optional field, but may be helpful.

**Dealer Nameplate Request Form**

Dealer Requesting Plate:

Send Plate To:

---

**Shipping Info**

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

For Expedited Processing ☐

FedEx #:

UPS #:

**Truck Info**

Model Number:

Serial Number:

Sales Order Number:

**Reason For This Request**

Add Attachment ☐

Lost / Damaged ☐

Delete Attachment ☐

Manufacturing Error ☐

Misc (e.g. tire or tilt change) ☐

Add Auxiliary Counterweight ☐

Change Main Counterweight ☐

Change Mast ☐

Change Carriage ☐

Change Forks ☐

Next Step →

javascript:helpFile("salesordernumber")

Remember, if you need an explanation of any of these fields, you can access “HELP” for instructions, by clicking on the highlighted fields.

**HELP screen**

**Shipping Info**

[Attention:](#)

Address:

City:

State:

Zip:

[Customer Name:](#)

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

**For Expedited Processing** ☐

FedEx #:

UPS #:

**Help System - Microsoft Internet Explorer**

**Attn:** Name of a person directly involved in this request so he/she will be notified upon it's arrival.

**Customer Name:** Optional.

**Dealer Contact:** Person that can be reached for additional information if needed.

**Phone:** Complete phone number and extension.

**Email:** Required.

**Expedited Processing:** Check this box if you need this plate As Soon As Possible. Then enter either your FedEx or UPS account number for Next Day delivery.

**General Information** [TOC](#)

**Model Number:** Model number of unit.

**Serial Number:** Complete serial number of unit including 0's. Example: F108V25981Z

**Sales Order Number:** Optional.

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Carriage](#) ☐

[Change Forks](#) ☐

Next Step →

This is what the “Help” screen looks like, which is the same information in the instructions that you could print out at the beginning of the online form.

**Dealer Nameplate Request Form**

Dealer Requesting Plate: VBS - Richmond, VA  
 Send Plate To: VBS - Roanoke, VA

**Shipping Info**

Attention: Alicia Dean  
 Address: 811 Pocahontas Avenue N.E.  
 City: Roanoke  
 State: VA  
 Zip: 24012  
 Customer Name: Pets Mart  
**Dealer Contact:**   
 Phone: 5403428972  
 Email:

**For Expedited Processing** ☐

FedEx #:   
 UPS #:

**Truck Info**

Model Number:   
 Serial Number:   
 Sales Order Number:

**Reason For This Request**

Add Attachment ☐  
 Lost / Damaged ☐  
 Delete Attachment ☐  
 Manufacturing Error ☐  
 Misc (e.g. tire or tilt change) ☐  
 Add Auxiliary Counterweight ☐  
 Change Main Counterweight ☐  
 Change Mast ☐  
 Change Carriage ☐  
 Change Forks ☐

Next Step →

- Enter a Dealer Contact Name. The dealership's phone number is entered automatically. If you wish to use your personal phone number then enter that phone number and extension, if necessary.
- Next, enter your email address so we can contact you for questions concerning this request. And remember, be sure you have entered your email address **correctly**. If your email address is typed incorrectly, you will **not** get a notification of your request submittal and that may cause you to **re-send** the request. The first request **will be** received in the system, even though you did not get an acknowledgement to that fact. This could, in turn, cause us to provide and charge you for **two** nameplates. And of course, we will not be able to contact you by email, with an incorrect address.

**Dealer Nameplate Request Form**

Dealer Requesting Plate:

Send Plate To:

**Shipping Info**

Attention:   
 Address:   
 City:   
 State:   
 Zip:   
 Customer Name:   
 Dealer Contact:   
 Phone:   
 Email:

**Truck Info**

Model Number:   
 Serial Number:   
 Sales Order Number:

**Reason For This Request**

☐ Add Attachment  
☐ Lost / Damaged  
☐ Delete Attachment  
☐ Manufacturing Error  
☐ Misc (e.g. tire or tilt change)  
☐ Add Auxiliary Counterweight  
☐ Change Main Counterweight  
☐ Change Mast  
☐ Change Carriage  
☐ Change Forks

**For Expedited Processing** ☐

FedEx #:   
 UPS #:

Next Step ->

- Our average turnaround time to process a request is approximately 2 weeks. If you require **Expedited Processing**, check the expedited processing box and provide your Fed Ex or UPS account number.
- Turnaround time for Expedited Processing is about 2-3 days. In some cases we can ship plates sooner than 2-3 days, depending on our backlog or special situations.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

---

| Shipping Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Truck Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------|--------------------------------|--------------------------|-----------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------------------|--------------------------|---------------------------------------------|--------------------------|-------------------------------------------|--------------------------|-----------------------------|--------------------------|---------------------------------|--------------------------|------------------------------|--------------------------|
| <p><a href="#">Attention:</a> <input type="text" value="Alicia Dean"/></p> <p><a href="#">Address:</a> <input type="text" value="811 Pocahontas Avenue N.E."/></p> <p><a href="#">City:</a> <input type="text" value="Roanoke"/></p> <p><a href="#">State:</a> <input type="text" value="VA"/></p> <p><a href="#">Zip:</a> <input type="text" value="24012"/></p> <p><a href="#">Customer Name:</a> <input type="text" value="Pets Mart"/></p><br><p><a href="#">Dealer Contact:</a> <input type="text" value="Alicia Dean"/></p> <p><a href="#">Phone:</a> <input type="text" value="5403428972"/></p> <p><a href="#">Email:</a> <input type="text" value="adean@vbs.com"/></p><br><p><a href="#">For Expedited Processing</a> <input type="checkbox"/></p> <p><a href="#">FedEx #:</a> <input type="text"/></p> <p><a href="#">UPS #:</a> <input type="text"/></p> | <p><a href="#">Model Number:</a> <input type="text"/> <input type="text"/></p> <p><a href="#">Serial Number:</a> <input type="text"/></p> <p><a href="#">Sales Order Number:</a> <input type="text"/></p><br><p><b>Reason For This Request</b></p> <table border="0"><tr><td><a href="#">Add Attachment</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Lost / Damaged</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Delete Attachment</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Manufacturing Error</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Misc (e.g. tire or tilt change)</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Add Auxiliary Counterweight</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Main Counterweight</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Mast</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Carriage</a></td><td><input type="checkbox"/></td></tr><tr><td><a href="#">Change Forks</a></td><td><input type="checkbox"/></td></tr></table> | <a href="#">Add Attachment</a> | <input type="checkbox"/> | <a href="#">Lost / Damaged</a> | <input type="checkbox"/> | <a href="#">Delete Attachment</a> | <input type="checkbox"/> | <a href="#">Manufacturing Error</a> | <input type="checkbox"/> | <a href="#">Misc (e.g. tire or tilt change)</a> | <input type="checkbox"/> | <a href="#">Add Auxiliary Counterweight</a> | <input type="checkbox"/> | <a href="#">Change Main Counterweight</a> | <input type="checkbox"/> | <a href="#">Change Mast</a> | <input type="checkbox"/> | <a href="#">Change Carriage</a> | <input type="checkbox"/> | <a href="#">Change Forks</a> | <input type="checkbox"/> |
| <a href="#">Add Attachment</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Lost / Damaged</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Delete Attachment</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Manufacturing Error</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Misc (e.g. tire or tilt change)</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Add Auxiliary Counterweight</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Main Counterweight</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Mast</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Carriage</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |
| <a href="#">Change Forks</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |                          |                                |                          |                                   |                          |                                     |                          |                                                 |                          |                                             |                          |                                           |                          |                             |                          |                                 |                          |                              |                          |

Next Step →

Internet

Now, going through the truck information area:

- For the model number, type the first letter of the model number and use the drop down box to select the class of truck.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links »

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

---

**Shipping Info**

[Attention:](#)

[Address:](#)

[City:](#)

[State:](#)

[Zip:](#)

[Customer Name:](#)

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

[For Expedited Processing](#) ☐

[FedEx #:](#)

[UPS #:](#)

**Truck Info**

[Model Number:](#)

[Serial Number:](#)

[Sales Order Number:](#)

**Reason For This Re**

[Add Attachment](#) ☐

[Lost / Damaged](#) ☐

[Delete Attachment](#) ☐

[Manufacturing Error](#) ☐

[Misc \(e.g. tire or tilt change\)](#) ☐

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Carriage](#) ☐

[Change Forks](#) ☐

Next Step →

Internet

Scroll down to find your model number. If it is not listed go to the bottom of this list and pick "Other". Once you pick "Other", a pop-up screen will appear.

Nameplate Request Form 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links

### Dealer Nameplate Request Form

[Dealer Requesting Plate:](#) VBS - Richmond, VA

[Send Plate To:](#) VBS - Roanoke, VA

**Shipping Info** **Truck Info**

[Attention:](#) Alicia Dean [Model Number:](#) Other

[Address:](#)

[City:](#)

[State:](#)

[Zip:](#)

[Customer Name:](#)

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

[FedEx #:](#)

[UPS #:](#)

[Change Mast](#)

[Change Carriage](#)

[Change Forks](#)

[Next Step -->](#)

Internet

Please Provide The Model Number - Microsoft...  
Please Provide The Model Number And Truck Class:  
Model Number:   
Class:   
OK

This is the window that you will see and here you will enter the model, class, and type of truck. Enter the model number in the top box.

The screenshot shows a Microsoft Internet Explorer window titled "Nameplate Request Form 1 - Microsoft Internet Explorer". The address bar displays "http://205.160.50.126/step1.asp?id=947000&id2=947110". The main content area is titled "Dealer Nameplate Request Form". It contains several sections: "Dealer Requesting Plate:" with a dropdown menu showing "VBS - Richmond, VA"; "Send Plate To:" with a dropdown menu showing "VBS - Roanoke, VA"; "Shipping Info" with fields for Attention (Alicia Dea), Address (811 Pocat), City (Roanoke), State (VA), Zip (24012), and Customer Name (PetsMart); "Dealer Contact:" with fields for Phone (54034289) and Email (adean@vbs.com); and "For Expedited Processing" with a checkbox. A modal dialog box titled "Please Provide The Model Number - Microsof..." is overlaid on the form. It contains the text "Please Provide The Model Number And Truck Class:" and fields for "Model Number:" and "Class:". The "Class:" dropdown menu is open, showing a list of numbers 1 through 5. A blue arrow points to the "Class:" dropdown. The dialog box also has an "OK" button. At the bottom of the form, there are links for "Misc (e.g. tire or tilt change)", "Add Auxiliary Counterweight", "Change Main Counterweight", "Change Mast", "Change Carriage", and "Change Forks". A "Next Step ->" button is located at the bottom right of the form.

**Dealer Nameplate Request Form**

Dealer Requesting Plate: VBS - Richmond, VA

Send Plate To: VBS - Roanoke, VA

**Shipping Info**

Attention: Alicia Dea

Address: 811 Pocat

City: Roanoke

State: VA

Zip: 24012

Customer Name: PetsMart

Dealer Contact: Alicia Dea

Phone: 54034289

Email: adean@vbs.com

For Expedited Processing ☐

FedEx #:

UPS #:

**Please Provide The Model Number - Microsof...**

Please Provide The Model Number And Truck Class:

Model Number:

Class:

1  
2  
3  
4  
5

OK

Misc (e.g. tire or tilt change)

Add Auxiliary Counterweight

Change Main Counterweight

Change Mast

Change Carriage

Change Forks

Next Step ->

Then, the truck class.

The truck classes are:

Class 1 - Electric Motor Rider Trucks

Class 2 – Electric Motor Narrow Aisle Trucks

Class 3 – Electric Motor Hand Trucks

Class 4 – Internal Combustion Engine Trucks – Cushion Tire

Class 5 – Internal Combustion Engine Trucks – Pneumatic Tire

Nameplate Request Form 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links

### Dealer Nameplate Request Form

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

#### Shipping Info

[Attention:](#)   
[Address:](#)   
[City:](#)   
[State:](#)   
[Zip:](#)   
[Customer Name:](#)   
[Dealer Contact:](#)   
[Phone:](#)   
[Email:](#)   
[For Expedited Processing](#) ☐  
[FedEx #:](#)   
[UPS #:](#)

Please Provide The Model Number And Truck Class:

Model   
Number:   
Class:

Reach  
Order Picker  
Order Selector  
Walkie  
High Lift

OK

[Misc \(e.g. tire or tilt change\)](#)  
[Add Auxiliary Counterweight](#)  
[Change Main Counterweight](#)  
[Change Mast](#)  
[Change Carriage](#)  
[Change Forks](#)

Next Step →

After entering the truck class, choose the type of truck.  
When finished, click “OK”.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947008&d2=947110> Go Links »

---

**Dealer Nameplate Request Form**

Dealer Requesting Plate:

Send Plate To:

---

**Shipping Info**

Attention:

Address:

City:

State:

Zip:

Customer Name:

Dealer Contact:

Phone:

Email:

**For Expedited Processing** ☐

FedEx #:

UPS #:

**Truck Info**

Model Number:

Serial Number:

Sales Order Number:

**Reason For This Request**

Add Attachment ☐

Lost / Damaged ☐

Delete Attachment ☐

Manufacturing Error ☐

Misc (e.g. tire or tilt change) ☐

Add Auxiliary Counterweight ☐

Change Main Counterweight ☐

Change Mast ☐

Change Carriage ☐

Change Forks ☐

Next Step →

javascript:helpFile("salesordernumber") Internet

Enter the complete serial number of the unit, including "0's". For example: A24D1674C, is typed **A024D01674C**. Be sure the **Serial Number** is correct!

Sales Order Number: Provide if available.

**Dealer Nameplate Request Form**

Dealer Requesting Plate:

Send Plate To:

**Shipping Info**

Attention:   
 Address:   
 City:   
 State:   
 Zip:   
 Customer Name:   
 Dealer Contact:   
 Phone:   
 Email:   
 For Expedited Processing ☐  
 FedEx #:   
 UPS #:

**Truck Info**

Model Number:   
 Serial Number:   
 Sales Order Number:

**Reason For This Request**

- [Add Attachment](#) ☐
- [Lost / Damaged](#) ☐
- [Delete Attachment](#) ☐
- [Manufacturing Error](#) ☐
- [Misc \(e.g. tire or tilt change\)](#) ☐
- [Add Auxiliary Counterweight](#) ☐
- [Change Main Counterweight](#) ☐
- [Change Mast](#) ☐
- [Change Carriage](#) ☐
- [Change Forks](#) ☐

Next Step →

Let's take a minute to explain reasons for a request. You can click on more than one reason as needed for a request.

(example: Change Mast, Change Carriage, Misc.-Tilt Change).

- Add Attachment:** A window will appear requesting technical information **REQUIRED** to rate the unit with the attachment. All fields are **mandatory**. You may add more than one attachment on each request. We will show how you add more than one attachment in a later slide.

- Lost/Damaged:** For units where the plate is either lost or illegible.

- Delete Attachment:** If an attachment is being removed, enter that information in the additional information box that will appear at the end of the request.

- Manufacturing Error:** We handle errors on the plate discovered more than 30 days after shipping from the factory. This information will be entered in the additional information box that will appear at the end of this request. Remember, if the error is discovered within 30 days, you should contact the appropriate truck assembly plant's "hotline" and they will overnight a new plate to you at no charge.

- Misc. (e.g. Tire or tilt change):** Changing the type of tire, tread width, tilt change and fuel type are examples of misc. reasons.

- Add Auxiliary Counterweight:** Provide mounting position and weight of additional ctwt. Examples of this for I.C. units would be adding ctwt to top, back, and/or side of truck's main ctwt. For electric trucks, adding extra ctwt to the battery compartment. Supply size, weight, and position. For example, the front, rear, or bottom of battery compartment. This modification will not change the **model number** of the unit.

- Change Main Counterweight:** Supply new ctwt. capacity model number in additional information box. (Changing a H40XM to a H50XM.) To make these changes you are **required** to have the same truck wheelbase and this must be a complete ctwt change.

- Change Mast:** Provide mast type, lowered height, raised height and carriage type in additional information box. A box is provided for new Mast Serial Number in the additional information box.

- Change Carriage:** Provide carriage width and class in additional information box.

- Change Forks:** Provide fork cross section (thickness and width), length and state if "Polished And Tapered", in additional information box.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links »

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

---

**Shipping Info**

[Attention:](#)

[Address:](#)

[City:](#)

[State:](#)

[Zip:](#)

[Customer Name:](#)

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

[For Expedited Processing](#) ☐

[FedEx #:](#)

[UPS #:](#)

**Truck Info**

[Model Number:](#)

[Serial Number:](#)

[Sales Order Number:](#)

---

**Reason For This Request**

[Add Attachment](#) ☒

[Lost / Damaged](#) ☐

[Delete Attachment](#) ☐

[Manufacturing Error](#) ☐

[Misc \(e.g. tire or tilt change\)](#) ☐

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Cargage](#) ☐

[Change Forks](#) ☐

Next Step →

In this example we are just adding an attachment. (You can have more than one reason for a request, depending on what you are modifying to the unit. This will be shown later.)

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links »

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

---

**Shipping Info** **Truck Info**

---

[Attention:](#)

[Address:](#)

[City:](#)

[State:](#)

[Zip:](#)

[Customer Name:](#)

---

[Dealer Contact:](#)

[Phone:](#)

[Email:](#)

---

[For Expedited Processing](#) ☐

[FedEx #:](#)

[UPS #:](#)

---

[Model Number:](#)

[Serial Number:](#)

[Sales Order Number:](#)

---

**Reason For This Request**

[Add Attachment](#) ☒

[Lost / Damaged](#) ☐

[Delete Attachment](#) ☐

[Manufacturing Error](#) ☐

[Misc \(e.g. tire or tilt change\)](#) ☐

[Add Auxiliary Counterweight](#) ☐

[Change Main Counterweight](#) ☐

[Change Mast](#) ☐

[Change Carriage](#) ☐

[Change Forks](#) ☐

---

Once you're done, click "Next Step". If a required field was left blank, a window will appear and will inform you which field was left blank.

**Nameplate Request Form 1 - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step1.asp?id=947000&id2=947110> Go Links »

---

**Dealer Nameplate Request Form**

[Dealer Requesting Plate:](#)

[Send Plate To:](#)

---

**Shipping Info** **Truck Info**

|                                                                                  |                                                                          |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <a href="#">Attention:</a> <input type="text" value="Alicia Dean"/>              | <a href="#">Model Number:</a> <input type="text" value="H50XM"/>         |
| <a href="#">Address:</a> <input type="text" value="811 Pocahontas Avenue N.E."/> | <a href="#">Serial Number:</a> <input type="text" value="H177B27961Y"/>  |
| <a href="#">City:</a> <input type="text" value="Roanoke"/>                       |                                                                          |
| <a href="#">State:</a> <input type="text" value="VA"/>                           |                                                                          |
| <a href="#">Zip:</a> <input type="text" value="24012"/>                          |                                                                          |
| <a href="#">Customer Name:</a> <input type="text" value="PetsMart"/>             |                                                                          |
| <a href="#">Dealer Contact:</a> <input type="text" value="Alicia Dean"/>         | <a href="#">Lost or Damaged</a> <input type="checkbox"/>                 |
| <a href="#">Phone:</a> <input type="text" value="5403428972"/>                   | <a href="#">Delete Attachment</a> <input type="checkbox"/>               |
| <a href="#">Email:</a> <input type="text"/>                                      | <a href="#">Manufacturing Error</a> <input type="checkbox"/>             |
|                                                                                  | <a href="#">Misc (e.g. tire or tilt change)</a> <input type="checkbox"/> |
|                                                                                  | <a href="#">Add Auxiliary Counterweight</a> <input type="checkbox"/>     |
| <a href="#">For Expedited Processing</a> <input type="checkbox"/>                | <a href="#">Change Main Counterweight</a> <input type="checkbox"/>       |
| <a href="#">FedEx #:</a> <input type="text"/>                                    | <a href="#">Change Mast</a> <input type="checkbox"/>                     |
| <a href="#">UPS #:</a> <input type="text"/>                                      | <a href="#">Change Carriage</a> <input type="checkbox"/>                 |
|                                                                                  | <a href="#">Change Forks</a> <input type="checkbox"/>                    |

[Request](#) ☒

[Next Step →](#)

In this example the email address was omitted. Click “OK” and then enter your correct email address. Then proceed by clicking “Next Step”.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#)  in. /

[Carriage Width / Class](#)  in. /

[Side Shifter Installed](#)

[Load Backrest](#)

[Fork Size](#)  x  x  Qty.

[Drive Tire Size / Type](#)  /

[Steer Tire Size / Type](#)  /

[Drive Tread Width / Type](#)  /

[Back Tilt](#)

Equipped W/ Cab

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Done Internet

- This screen should show how the truck is equipped, **BEFORE** any changes are made. This information is **dependent on the truck model** you have selected. In this example, an H50XM has been chosen. If other truck classes are selected, for an example, an electric truck will require different information, such as battery information.
- **Remember** you can click on the field name for HELP if necessary.

**Nameplate Request Form - Microsoft Internet Explorer**

Address: <http://205.160.50.126/step2.asp>

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#)  in. /

[Carriage Width / Class](#)  in. /

[Side Shifter Installed](#)

[Load Backrest](#)

[Fork Size](#)  x  x  Qty.

[Drive Tire Size / Type](#)  /

[Steer Tire Size / Type](#)  /

[Drive Tread Width / Type](#)  /

[Back Tilt](#)

[Equipped W/ Cab](#)

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Enter the “maximum fork height”, which is the distance from the ground to the **top of the fork** with the mast fully extended.

Select the “Mast Type”.

Mast types are 2-STG LFL, 2-STG FFL, 3-STG FFL, 4-STG FFL, and 5-STG FFL.

- (LFL) stands for Limited Free Lift, the forks will raise a maximum of 6 inches before the mast begins to extend.

- (FFL) stands for Full Free Lift, the forks will raise a 3-4 feet or more, depending on the upright collapsed height before the mast will extend.

Nameplate Request Form - Microsoft Internet Explorer

Address: http://205.160.50.126/step2.asp

### Truck Equipment Before Change (Model: H50XM)

[Max Fork Height / Mast Type](#): 189 in. / 3-STG FFL  
[Carriage Width / Class](#): 42 in. /   
[Side Shifter Installed](#):   
[Load Backrest](#):   
[Fork Size](#): x x   
[Drive Tire Size / Type](#): /   
[Steer Tire Size / Type](#): /   
[Drive Tread Width / Type](#): /   
[Back Tilt](#):   
[Equipped W/ Cab](#):   
[Fuel Type](#): ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Pin Type: II, III, IV, Pin Type

Next Step →

Next enter the Carriage Width and then select the Class, which is II, III, IV, or pin-type.

**Nameplate Request Form - Microsoft Internet Explorer**

Address: <http://205.160.50.126/step2.asp>

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#): 189 in / 3-STG FFL  
[Carriage Width / Class](#): 42 in / II  
[Side Shifter Installed](#): Hyster Integral  
Hyster Hang-On  
None  
Other  
[Load Backrest](#):  Qty.   
[Fork Size](#):  /   
[Drive Tire Size / Type](#):  /   
[Steer Tire Size / Type](#):  /   
[Drive Tread Width / Type](#):  /   
[Back Tilt](#):   
 Equipped W/ Cab: ☐  
[Fuel Type](#): ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Next select type of side shifter or select none. If you select, “other”, a screen will appear so that you can provide required information for that side shifter.

**Remember**, this information is how the unit is currently equipped before making any changes described in the request.

Nameplate Request Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

### Truck Equipment Before Change (Model: H50XM)

[Max Fork Height / Mast Type](#) 189 in. / 3-STG FFL

[Carriage Width / Class](#) 42 in. / II

[Side Shifter Installed](#) None

[Load Backrest](#)  x  Qty:

[Fork Size](#)  /

[Drive Tire Size / Type](#)  /

[Steer Tire Size / Type](#)  /

[Drive Tread Width / Type](#)  /

[Back Tilt](#)

Equipped W/ Cab ☐

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Done Internet

Does the truck have a load backrest? Select “Yes” or “No”.

**Nameplate Request Form - Microsoft Internet Explorer**

Address: <http://205.160.50.126/step2.asp>

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#): 189 in. / 3-STG FFL  
[Carriage Width / Class](#): 42 in. / II  
[Side Shifter Installed](#): None  
[Load Backrest](#): Yes  
[Fork Size](#): 1.5 x 5 x 42 Qty. 2  
[Drive Tire Size / Type](#):  
[Steer Tire Size / Type](#):  
[Drive Tread Width / Type](#):  
[Back Tilt](#):  
 Equipped W/ Cab:  
[Fuel Type](#): ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

javascript:helpFile('drivetire')

Internet

Fork size: Enter the fork thickness in first box, then width, and then fork length. Don't forget to include QTY. If forks are Polished & Tapered, please make notes in additional information box at the end of request.

If there are no forks on the unit, you may skip the first three boxes and enter "0" in quantity. Tab down to the next field and the "0's" will auto-fill the first three boxes.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#) 189 in / 3-STG FFL

[Carriage Width / Class](#) 42 in / II

[Side Shifter Installed](#) None

[Load Backrest](#) Yes

[Fork Size](#) 1.5 x 5 x 42 Qty: 2

[Drive Tire Size / Type](#) 7.00x12, 12 Ply /

[Steer Tire Size / Type](#) /

[Drive Tread Width / Type](#) /

[Back Tilt](#) /

Equipped W/ Cab

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Internet

Next, type in drive tire size and include ply rating if pneumatic.  
Now, click on the drop down box to select type of tire.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#) 189 in / 3-STG FFL

[Carriage Width / Class](#) 42 in / II

[Side Shifter Installed](#) None

[Load Backrest](#) Yes

[Fork Size](#) 1.5 x 5 x 42 Qty: 2

[Drive Tire Size / Type](#) 7.00x12, 12 Ply / Pneumatic

[Steer Tire Size / Type](#) 6.00x9, 10 Ply /

[Drive Tread Width / Type](#) /

[Back Tilt](#) /

Equipped W/ Cab ☐

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel

Poly  
Cushion  
Solid Pneumatic  
Solid Pneumatic-Softshoe  
Pneumatic  
Radial

Next Step →

Steer tire size, enter the same way as the drive tire by clicking on the drop down box to select type of tire.

**Nameplate Request Form - Microsoft Internet Explorer**

Address: <http://205.160.50.126/step2.asp>

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#): 189 in / 3-STG FFL  
[Carriage Width / Class](#): 42 in / II  
[Side Shifter Installed](#): None  
[Load Backrest](#): Yes  
[Fork Size](#): 1.5 x 5 x 42 Qty: 2  
[Drive Tire Size / Type](#): 7.00x12, 12 Ply / Pneumatic  
[Steer Tire Size / Type](#): 6.00x9, 10 Ply / Pneumatic  
[Drive Tread Width / Type](#): 37.80 / Standard  
Intermediate  
Dual  
Wide  
[Back Tilt](#):  
 Equipped W/ Cab: ☐  
[Fuel Type](#): ☒ Gas ☐ LP ☐ Diesel ☐ CNG

Next Step →

Enter in the Drive Tread Width and Type.

For your information, the drive tread width is determined by measuring the distance between the center of one drive tire to the center of the other drive tire. For duals, measure between the outside tires instead of inside.

For drive tread type you need to select either Standard, Intermediate, Dual, and Wide.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#) 189 in / 3-STG FFL

[Carriage Width / Class](#) 42 in / II

[Side Shifter Installed](#) None

[Load Backrest](#) Yes

[Fork Size](#) 1.5 x 5 x 42 Qty: 2

[Drive Tire Size / Type](#) 7.00x12, 12 Ply / Pneumatic

[Steer Tire Size / Type](#) 6.00x9, 10 Ply / Pneumatic

[Drive Tread Width / Type](#) 37.80 / Standard

[Back Tilt](#) 6

Equipped W/ Cab ☐

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Back tilt is based on the type of mast on the unit. If there has been a mast change and the tilt is not changed, the tilt could be incorrect. If the current tilt setting for the new mast is not approved the mast could hit the overhead guard.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#) 189 in / 3-STG FFL

[Carriage Width / Class](#) 42 in / II

[Side Shifter Installed](#) None

[Load Backrest](#) Yes

[Fork Size](#) 1.5 x 5 x 42 Qty: 2

[Drive Tire Size / Type](#) 7.00x12, 12 Ply / Pneumatic

[Steer Tire Size / Type](#) 6.00x9, 10 Ply / Pneumatic

[Drive Tread Width / Type](#) 37.80 / Standard

[Back Tilt](#) 6

[Equipped W/ Cab](#) ☐ Yes ☒ No

[Fuel Type](#) ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Is the truck equipped with a cab? Select “Yes” or “No”

A cab does not affect the truck’s capacity, but helps in determining the truck’s weight which is on the nameplate.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

[Max Fork Height / Mast Type](#) 189 in / 3-STG FFL

[Carriage Width / Class](#) 42 in / II

[Side Shifter Installed](#) None

[Load Backrest](#) Yes

[Fork Size](#) 1.5 x 5 x 42 Qty: 2

[Drive Tire Size / Type](#) 7.00x12, 12 Ply / Pneumatic

[Steer Tire Size / Type](#) 6.00x9, 10 Ply / Pneumatic

[Drive Tread Width / Type](#) 37.80 / Standard

[Back Tilt](#) 6

[Equipped W/ Cab](#) No

[Fuel Type](#) ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Next Step →

Select fuel type. If the fuel type is being changed you can explain in the additional information box.

Nameplate Request Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <http://205.160.50.126/step2.asp> Go Links

---

**Truck Equipment Before Change (Model: H50XM)**

|                                             |                                                                                                                                                      |     |   |           |           |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---|-----------|-----------|
| <a href="#">Max Fork Height / Mast Type</a> | 189                                                                                                                                                  | in. | / | 3-STG FFL |           |
| <a href="#">Carriage Width / Class</a>      | 42                                                                                                                                                   | in. | / | II        |           |
| <a href="#">Side Shifter Installed</a>      | None                                                                                                                                                 |     |   |           |           |
| <a href="#">Load Backrest</a>               | Yes                                                                                                                                                  |     |   |           |           |
| <a href="#">Fork Size</a>                   | 1.5                                                                                                                                                  | x   | 5 | x         | 42 Qty. 2 |
| <a href="#">Drive Tire Size / Type</a>      | 7.00x12                                                                                                                                              |     |   | /         | Pneumatic |
| <a href="#">Steer Tire Size / Type</a>      | 6.00x9                                                                                                                                               |     |   | /         | Pneumatic |
| <a href="#">Drive Tread Width / Type</a>    | 38.00                                                                                                                                                |     |   | /         | Standard  |
| <a href="#">Back Tilt</a>                   | 6                                                                                                                                                    |     |   |           |           |
| <a href="#">Equipped W/ Cab</a>             | No                                                                                                                                                   |     |   |           |           |
| <a href="#">Fuel Type</a>                   | <input checked="" type="radio"/> Gas <input type="radio"/> LP <input type="radio"/> Diesel <input type="radio"/> Dual Fuel <input type="radio"/> CNG |     |   |           |           |

 [Next Step →](#)

Once this screen is completed, click “Next Step”.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

Capacity  LBS. @  in L.C.

Attach Model No. / Type  /

Manufacturer

Attach Mtg Class / Angle  /

Attach Weight

Attach HCG

Attach VCG

Attach ET / LLC

Attach Includes LBR:  FKS:

Add More Attachments Done With Attachments

Done Internet

Complete this screen for the attachment you are adding. This information is available from the manufacturer of the attachment through their catalog or by contacting them. Some information is available through Appendix A of the Hyster Sped Price book.

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

Capacity: 5500 LBS @ 24 in L.C.

Attach Model No. / Type: 55F-SSS-A009 / SIDE SHIFTER

Manufacturer: CASCADE

Attach Mtg Class / Angle: [Dropdown] / [Text]

Attach Weight: [Dropdown]

Attach HCG: [Dropdown]

Attach VCG: [Dropdown]

Attach ET / LLC: [Dropdown]

Attach Includes: LBR: [Dropdown] FKS: [Dropdown]

[Add More Attachments] [Done With Attachments]

- Enter the “Attachment” specs. First, type in the capacity and then the load center. (For your information, a Cascade Paper Roll Clamp lists the roll diameter in their price book. Because of the geometry of the roll clamp, the load center is one half the roll diameter.)
- Provide **COMPLETE Model Number** of attachment, per vendor. The model number should be on a nameplate on the attachment. Call your vendor if you do not have it.
- What type of attachment are you adding? Be Specific. (i.e. S/S Fork Positioner or Integral S/S Fork Positioner)
- Provide manufacturer of attachment.
- Click on drop down box and select mounting class.
- Provide mounting angle, if there is none, enter “0”. Mounting angles are used on certain paper roll clamps and rotators.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

[Capacity](#) 5500 LBS @ 24 in L.C.

[Attach Model No. / Type](#) 55F-SSS-A009 / SIDE SHIFTER

[Manufacturer](#) CASCADE

[Attach Mtg Class / Angle](#) II / 0

[Attach Weight](#) 127

[Attach HCG](#) 1.0

[Attach VCG](#) 9.0

[Attach ET / LLC](#) 2.3

[Attach Includes](#) LBR: FKS:

Add More Attachments Done With Attachments

Enter the attachment Weight, Horizontal Center of Gravity, Vertical Center of Gravity, and Effective Thickness/Lost Load Center (which are the same) per Vendor specs.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

[Capacity](#) 5500 LBS @ 24 in L.C.

[Attach Model No. / Type](#) 55F-SSS-A009 / SIDE SHIFTER

[Manufacturer](#) CASCADE

[Attach Mtg Class / Angle](#) II / 0

[Attach Weight](#) 127

[Attach HCG](#) 1.0

[Attach VCG](#) 9.0

[Attach ET / LLC](#) 2.3

[Attach Includes](#) LBR: Yes No FKs: Yes No

Add More Attachments Done With Attachments

Does the attachment include a load backrest? Click “yes” or “no”.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

[Capacity](#) 5500 LBS @ 24 in L.C.

[Attach Model No. / Type](#) 55F-SSS-A009 / SIDE SHIFTER

[Manufacturer](#) CASCADE

[Attach Mtg Class / Angle](#) II / 0

[Attach Weight](#) 127

[Attach HCG](#) 1.0

[Attach VCG](#) 9.0

[Attach ET / LLC](#) 2.3

[Attach Includes](#) LBR: No FKS:   

Does the attachment include forks? Select “yes” or “no”.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

[Capacity](#) 5500 LBS @ 24 in L.C.

[Attach Model No. / Type](#) 55F-SSS-A009 / SIDE SHIFTER

[Manufacturer](#) CASCADE

[Attach Mtg Class / Angle](#) II / 0

[Attach Weight](#) 127

[Attach HCG](#) 1.0

[Attach VCG](#) 9.0

[Attach ET / LLC](#) 2.3

[Attach Includes](#) LBR: No FKS: No

**Add More Attachments** Done With Attachments



Once the attachment information is completed, you may click on the “Add More Attachments” button if you have another attachment. Another attachment information screen will appear.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://205.160.50.126/attachment.asp?id=1> Go Links

**Please Provide The Requested Information Below About The Attachment(s) You Are Adding.**

[Capacity](#) 5500 LBS @ 24 in L.C.

[Attach Model No. / Type](#) 55F-SSS-A009 / SIDE SHIFTER

[Manufacturer](#) CASCADE

[Attach Mtg Class / Angle](#) II / 0

[Attach Weight](#) 127

[Attach HCG](#) 1.0

[Attach VCG](#) 9.0

[Attach ET / LLC](#) 2.3

[Attach Includes](#) LBR: No FKS: No

Add More Attachments Done With Attachments



If there are no more attachments, click “Done with Attachments”.

**Additional Information**

Nameplate Request Reason(s): Add Attachment

Add Attachment: Please provide any other relevant information to this request.

Review

The “Additional Information” screen should be used as needed for the requested reasons. You may add any additional information such as attachment serial numbers, mast part number, or any other information needed or that could be helpful in completing this request. You may also use this area to note your PO#, if you are using one.

When finished, click the review button to “Review” and correct the request if necessary.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <http://205.160.50.126/step3.asp> Go Links

---

**Additional Information**

---

**Nameplate Request Reason(s):** Add Attachment, Change Mast

---

**Add Attachment:** Please provide any other relevant information to this request.

**Change Mast:** Provide new mast serial number, mast type, lowered height, raised height and carriage class.

---

**New Mast Serial Number**

Provide new mast serial number, mast type, lowered height, raised height and carriage class.:

---

Done Internet

On the additional information page, if you selected a mast change, you will need to provide a mast serial number and the type of mast: (i.e.: 3-stage, full free lift), and size, (i.e.: 84/189), 84 is overall height and 189 is top of fork height.

**Nameplate Request Form - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://205.160.50.126/step3.asp> Go Links »

---

**Additional Information**

---

**Nameplate Request Reason(s):** [Add Attachment](#), [Change Mast](#)

---

**Add Attachment:** Please provide any other relevant information to this request.

**Change Mast:** Provide new mast serial number, mast type, lowered height, raised height and carriage class.

---

**New Mast Serial Number**

Provide new mast serial number, mast type, lowered height, raised height and carriage class.:

---

[Review](#)

Done Internet

Click on the “Review” button after completion. Check to be sure you have supplied all information necessary to process a new nameplate.

Please review the information below to insure it's accuracy. After review please click the 'Complete Request' button to finalize your request.

|                          |                            |    |       |
|--------------------------|----------------------------|----|-------|
| Dealer Requesting Plate: | VBS - Richmond             |    |       |
| Send Plate To:           | VBS - Roanoke              |    |       |
| Attention:               | Alicia Dean                |    |       |
| Address:                 | 811 Pocahontas Avenue N.E. |    |       |
|                          | Roanoke                    | VA | 24012 |
| Dealer Contact:          | Alicia Dean                |    |       |
| Phone:                   | 5403428972                 |    |       |
| Email:                   | adean@vbs.com              |    |       |
| Customer Name:           | PetsMart                   |    |       |

---

|                             |                             |             |             |
|-----------------------------|-----------------------------|-------------|-------------|
| Request Reason(s):          | Add Attachment, Change Mast |             |             |
| Model Number:               | H50XM                       |             |             |
| Serial Number:              | H177B27961Y                 |             |             |
| Max Fork Height / Mast Type | 189                         | in.         | 3-STG FFL   |
| Carnage Width / Class       | 42                          | in.         | II          |
| Side Shifter Installed      | None                        |             |             |
| Load Backrest               | Yes                         |             |             |
| Fork Size                   | 1.5                         | x 5         | x 42 Qty. 2 |
| Drive Tire Size / Type      | 7.00x12                     | / Pneumatic |             |
| Steer Tire Size / Type      | 6.00x9                      | / Pneumatic |             |

- For reviewing, use the Scroll Bar on the right side to navigate to the bottom of the page. Carefully check over the form, insuring you have entered the information required. You may make minor changes, before submitting.
- Remember, you may use the additional information box as necessary.

Review - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address http://205.160.50.126/finish.asp Go Links

Drive Tread Width / Type 37.80 / Standard

Back Tilt 6

Equipped W/ Cab No

Fuel Type ☒ Gas ☐ LP ☐ Diesel ☐ Dual Fuel ☐ CNG

Attachment 1

- Capacity 5500 LBS. @ 24 in L.C.

- Attach Model No. / Type 55F-SSS-A009 / SIDE SHIFTER

- Manufacturer CASCADE

- Attach Mtg Class / Angle II / 0

- Attach Weight 127

- Attach HCG 1.0

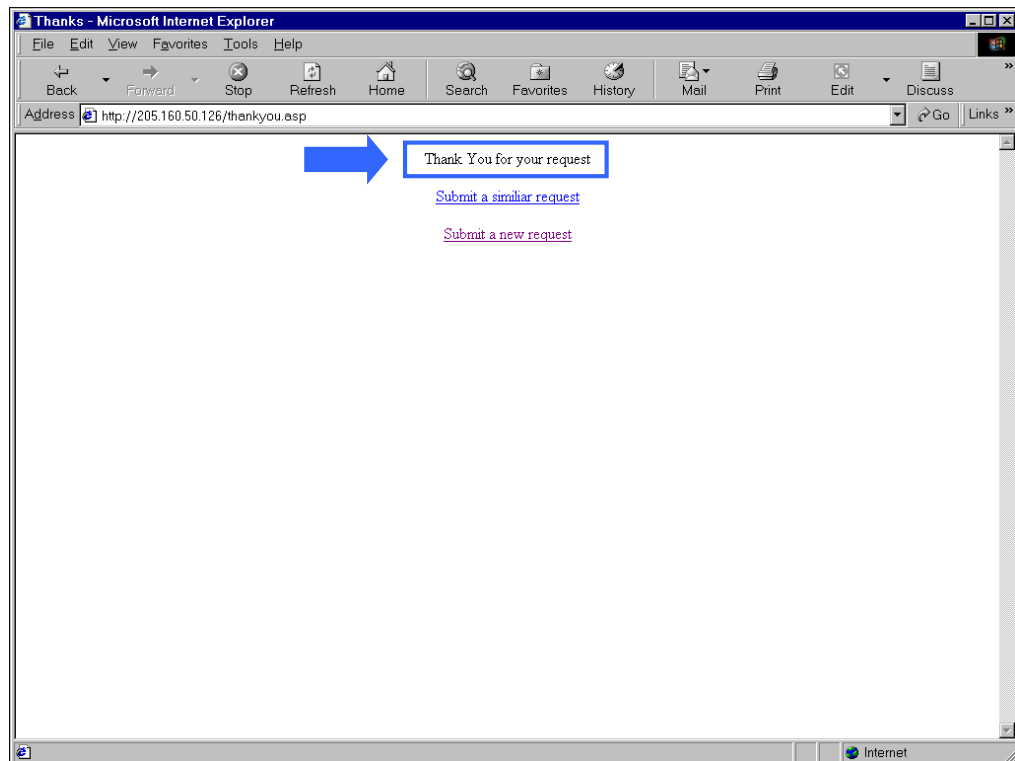
- Attach VCG 9.0

- Attach ET/LLC 2.3

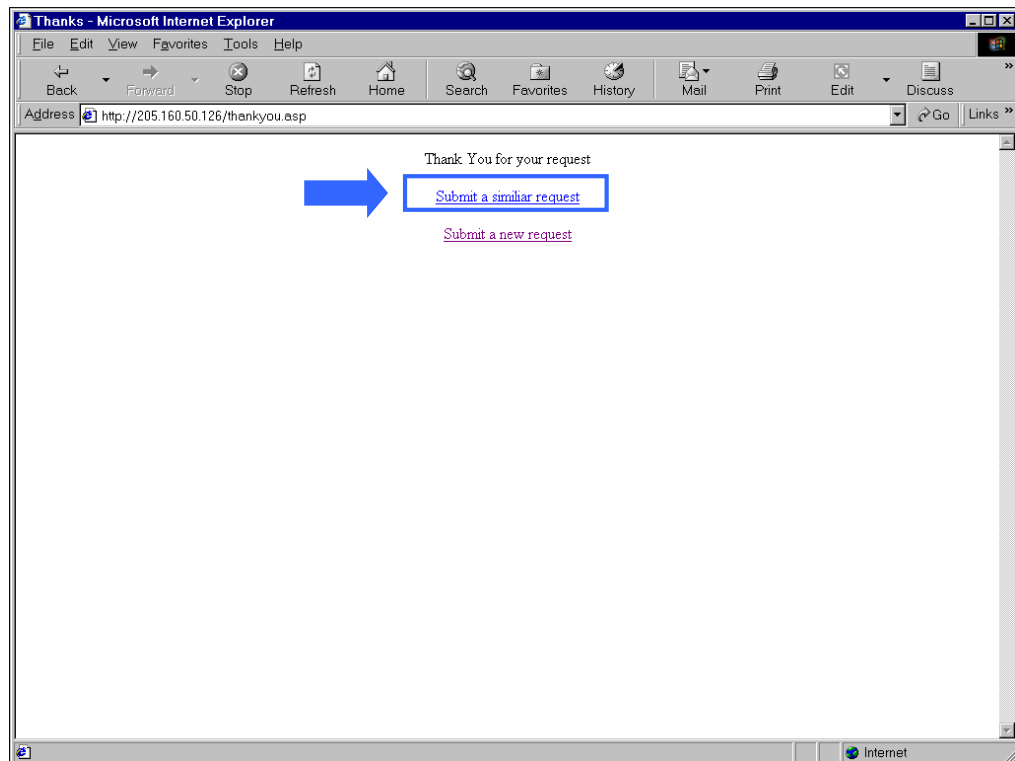
Additional Comments

Complete Request

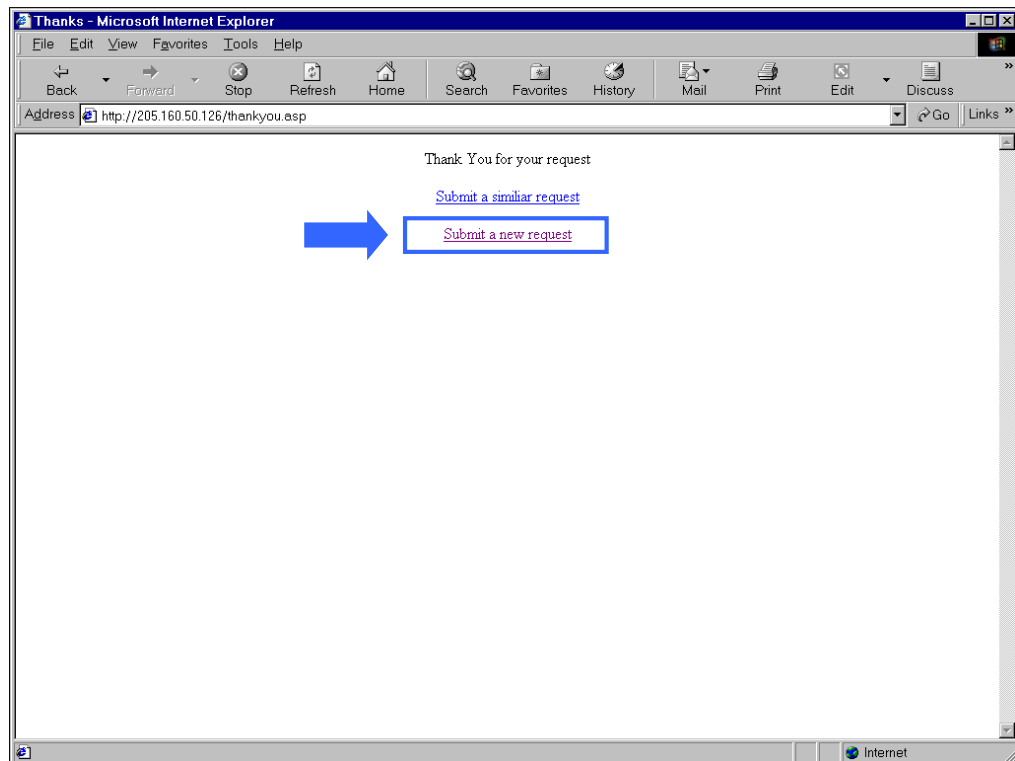
After reviewing and approving, click “Complete Request”.



“Thank You for your request” means, your request has been submitted and an acknowledgement will be sent to you, providing you have entered a correct email address.



“**Submit a similar request**” feature allows you to use the same information for another serial number or for several units with the exact same changes.



By clicking on, “**Select a new request**”, will take you to a completely **new** request form.



## Online Dealer Aftermarket/Field Nameplate Request Form



### Frequently Asked Questions (FAQs)

- **Q1 – I cannot access the online form.**
  - **A1 – You will need to be running Internet Explorer 5.0 or higher as well as Adobe Acrobat Reader 4.0.**
- **Q2 – Are nameplates needed for fork mounted attachments, such as fork extensions, jib booms, etc.?**
  - **A2 – Yes, ANSI B56.1 definition states that any attachment, removable or otherwise that affects capacity, must be shown on a nameplate.**

Please take some time and go over some of these frequently asked questions.



## Online Dealer Aftermarket/Field Nameplate Request Form



### Frequently Asked Questions (FAQs)

- **Q3 – Can I have more than one nameplate on a truck at a time?**
  - **A3 – Yes, you may add as many as necessary which will allow the customer to change attachments as needed.**
- **Q4 – What if I don't have all the information requested under "currently equipped". In the case of an older unit, can I still get a nameplate?**
  - **A4 – You can still get the information needed by visually checking the unit to get tire sizes, mast information, etc. We will do our best to provide you with a nameplate.**



## Online Dealer Aftermarket/Field Nameplate Request Form



### Frequently Asked Questions (FAQs)

- **Q5 – Can I request more than one nameplate on the same request form for additional attachments to be added to the same truck, such as a side shifter and forks on the first plate and a side shifter and carton clamp on the second plate?**
  - **A5 – Yes, you can request more than one nameplate on the same request form for the use of multiple attachments for the same truck. Just click on “add more attachments” button and enter another set of attachment specs. Be sure to explain in the “additional information” box, how many nameplates you are requesting and describe how each nameplate needs to be configured. (i.e. Plate one: side shift & forks. Plate two: side shift and carton clamp.)**



## Online Dealer Aftermarket/Field Nameplate Request Form



### Questions?...

**Press \*8 if you have a question.**

**If you are waiting and your question is asked,  
press #8 to 'take your hand down'.**

**Bill Cox  
252-931-5840  
aabcox@nmhg.com**

**Debbie Baum  
252-931-5839  
aadbaum@nmhg.com**



## Online Dealer Aftermarket/Field Nameplate Request Form



### Future Web Casts

For more information on Hyster Distance Learning,  
visit the *Distance Learning* section  
of the *Hyster Digital Dealer* site.

**Bill Cox**  
**252-931-5840**  
**aabcox@nmhg.com**

**Debbie Baum**  
**252-931-5839**  
**aadbaum@nmhg.com**

If you have additional questions or need assistance, please contact us at the numbers listed or send us an email.