



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

DATE: February 10, 2011
TO: All Hyster Dealer Principals, Branch, Sales, and Training Managers & Salespeople
FROM: A. Ward & A. Millette
COPY: Marketing SLT, and All Regional Management Staff Managers
SUBJECT: **The Release of a *New* CERTRACX Sales Certification Module**

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

S50CT / H50CT

Depending upon your current status within **CERTRACX**, you can access this new module as follows:

The **S50CT / H50CT** module is a component of the Sales Certification Stage 2 Core Products Curriculum and resides in the Rider Models category of that Stage.

1. **If you have NOT yet enrolled in the Rider Models category, the new module will automatically be added to your Learning Path.** You will be able to access the new module by simply following the prescribed method for advancing through your Learning Path. Stage 1 must be completed before you can progress to Stage 2. The Rider Models can be accessed once you have completed the Truck Systems & Fundamentals category of Stage 2.
2. **If you are currently enrolled in the Rider Models category, the new module will automatically be added to your Learning Path.** When you click on the Rider Models category "box" of your Learning Path, you'll be prompted to enroll in the new **S50CT / H50CT** module. Once enrolled, you can access the module as you have done throughout the certification program by selecting the Quick Start button.
3. **If you have already completed the Rider Models category, or, the entire CERTRACX certification, you'll need to access the module through the TKC catalogs.** From the Home Page of the TKC, scroll down the left-hand menu and select Catalogs. Next, select the 'Find a Learning Item' tab located in the center section of the page. Type the new module name in the Keyword(s) box and click 'Search'. Once the modules are displayed, click the title of the one you want to take. The course description box will display. Click 'Enroll', then, click 'Confirm Enrollment'. At this point you can choose to close the screen or click 'Go to the Knowledge Center'. If you choose to 'Go to the Knowledge Center,' you will be directed to a new screen which allows you to "Quick Start" the module and begin completing it. The newly added module can also be accessed selecting Home Page from the left-hand menu, then clicking the Enrolled Learning Modules tab.





For those of you who have not yet completed the Rider Models category, DO NOT follow the TKC Catalog enrollment option described above under item (3). If you do so, your Learning Path will not register enrollment or completion of the new modules!

Please refer to the attached PowerPoint tutorial for a step-by-step walk-through of the procedures noted above. We recommend that you submit a ticket through Contact Management if you need additional assistance. While the process for accessing new modules may seem a bit confusing, the process will become easier as you become more familiar navigating through the TKC and participating in the **CERTRACX** program.

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

Best regards,

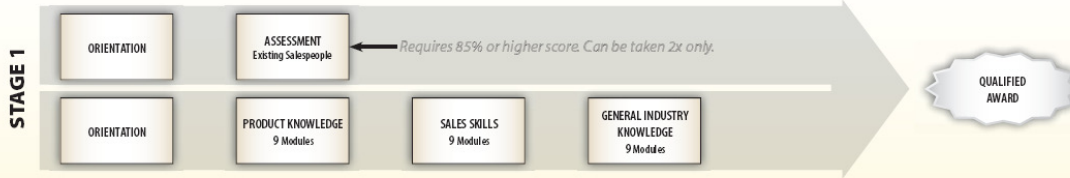
Anne Ward
Supervisor, Multi-Media

Amy C. Millette
Manager, Sales Training

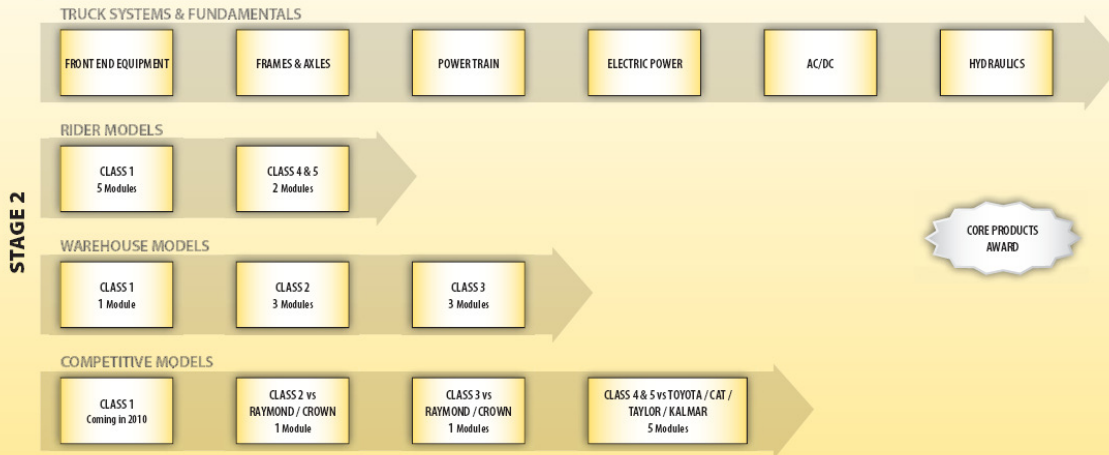




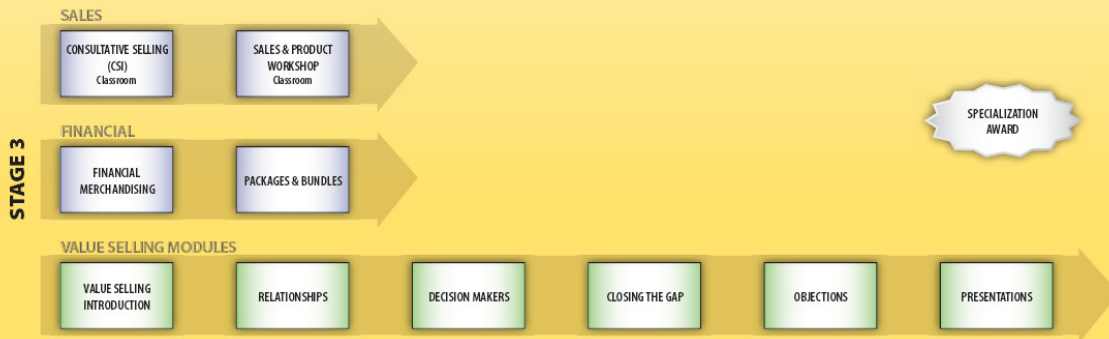
INTRODUCTORY / NEW HIRE STAGE CURRICULUM



CORE PRODUCTS STAGE CURRICULUM—Can be taken after the successful completion of the INTRODUCTORY / NEW HIRE CURRICULUM



SPECIALIZATION STAGE CURRICULUM—Can be taken after or in conjunction with the CORE PRODUCTS STAGE



CERTRACX
SALES CERTIFICATION PATHS



CERTIFIED HYSTER
SALES CONSULTANT