

Hyster Company

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Hyster Company President's Staff

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Hyster Company
P.O. Box 7006
Greenville, NC 27835-7006

Hyster Company
1400 Sullivan Drive
Greenville, NC 27834-9007

Hyster Company Dealer Development

Responsible for:

- Continuous improvement and continuity of the Hyster dealer organization
- Focus efforts on Hyster unit and aftermarket for dealer needing improvement
- Provide financial and operations consulting to Hyster dealers

Where: 1400 Sullivan Drive, Greenville, NC 27834

Key Contacts	Telephone	Fax	<u>E-Mail</u>
Bob Sattler VP- Dealer Development	252-561-7102	252-931-5865	bob.sattler@hyster.com
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Billy Cowart Sales Development Manager	Office 601-304-0112 Cell 601-334-0013	601-304-0158	billy.cowart@hyster.com

Hyster Company Dealer Business Systems

Responsible for:

- ❖ Gather information from Hyster Company and dealer management on business system needs
- ❖ Support dealers through system analysis and consultation, training, and telephone and on-site assistance as needed for applications including:
 - eHERO, HMAS, HSN, Q2+ and PM Drop.

Key Contacts	Telephone	Fax	<u>E-Mail</u>
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Lewis Yelverton Business Analyst Lead	252-561-7137	252-931-5963	lewis.yelverton@hyster.com

Hyster Company Marketing

Responsible for:

- * Special Commitment (SC) pricing
- * Advertising * Direct Marketing * Yellow Pages Co-op * Sales Literature
- * Public Relations * Trade Shows * Internet Site * Retail Strategy
- * Marketing Programs * Hyster Licensed Merchandising Program

Key Contacts	Telephone	E mail
Patrick Duhaime Vice President – Marketing	252-561-7043	patrick.duhaime@hyster.com
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Chris Murtha Literature Specialist	252-931-5665	chris.murtha@hyster.com
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Hyster Company

Western Region & Canada Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V
(not SPED)

- Establish and manage forecasting of dealer orders and stock
- Manage "Value Selling" with the dealer groups
- Establish and manage special sales programs
- Manage dealer "Big Deals" towards successful closure

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: 252- 931-5682

Dealerships Covered:

American Machinery, Inc.	Papé Material Handling, Inc. - Sacramento
Arnold Machinery Company	Papé Material Handling, Inc. - Seattle
Arnold Machinery Company - AZ	Papé Material Handling, Inc. - Spokane
Arnold Machinery Company - UT	Papé Material Handling, Inc. – Central Washington
G.W. Van Keppel Co. – KS	Sellers Equipment, Inc.
G.W. Van Keppel Co. – OK	Shipping Utilities, Inc.
Harvey & Company Limited	Stewart & Stevenson Power, Inc. – Central
Johnson Lift - Hyster	Stewart & Stevenson Services, Inc, DFW Hyster - Central
Materials Handling Equipment Co. - an Arnold Company	Stewart & Stevenson Services, Inc. - Gulf Coast
	Wajax Industries Limited - East Div. (East) - Lachine
Papé Material Handling, Inc. - Eugene	Wajax Industries Limited - Central Div. (West) - Milton/Mississauga
Papé Material Handling, Inc. - Fremont	
Papé Material Handling, Inc. - Fresno	Wajax Industries Limited - West Div. (West) - Edmonton
Papé Material Handling, Inc. - Portland	Wajax Industries Limited - West Div. (West) - Langley

Key Contacts	Title	Telephone	Fax	Email
Wanda Woods	Administrative Assistant	252- 931-5681	252- 931-5682	wanda.woods@hyster.com
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Glenn Spiers	Regional Sales Manager	Ofc 847- 487-1235 Cell 847-323-3715	847-487-1258	glenn.spiers@hyster.com
Ken Maka	Regional Manager - Big Trucks	Ofc 815-468-2725 Cell 704-756-9948	815-468-2723	ken.maka@hyster.com
Kerry Hockemeyer	Regional Sales Manager	Ofc 719-481-3715 Cell 719-648-3579	719-488-0324	kerry.hockemeyer@hyster.com

Hyster Company

Eastern Region Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)

- Establish and manage forecasting of dealer orders and stock
- Manage "Value Selling" with the dealer groups
- Establish and manage special sales programs
- Manage dealer "Big Deals" towards successful closure

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: 252- 931-5682

Dealerships Covered:

Barloworld Handling - Alabama	MH Equipment Company - Illinois
Barloworld Handling - Florida	MH Equipment - Iowa
Barloworld Handling - Georgia	MH Equipment Company - Kentuckiana
Barloworld Handling - Mid-South	MH Equipment - Nebraska - Grand Island
Barloworld Handling - NC	MH Equipment - Nebraska - Omaha
Barloworld Handling - SC	MH Equipment Company - Ohio North
Bohl Equipment Company	MH Equipment Company - Ohio South
Deep South Equipment	MH Equipment Company - Quad Cities
Equipco Division Phillips Corp.	Mid-State Industrial Services, Inc.
Great Lakes Power Lift	Modern Handling Equipment of NJ, Inc.
Hyster New England, Inc.	Modern Handling Equipment of PA, Inc.
Liftech Equipment Companies, Inc.	United Lift Truck L.P.
McCall Handling Company	VBS, Inc. Material Handling Equipment
MEE Material Handling Equipment LLC	Viccaro Equipment Corporation

Key Contacts	Title	Telephone	Fax	Email
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Tim Mills	Regional Sales Manager	Ofc 770-993-5705 Cell 704-756-5656	770-594-8676	tim.mills@hyster.com
Mike Skakandy	Regional Manager – Big Trucks	Ofc 843-815-3255 Cell 732-306-4649	843-815-3256	mike.skakandy@hyster.com
Gary Cutsy	Regional Sales Manager	Ofc 734-466-8669 Cell 734-765-3489	734-466-8677	gary.cutsy@hyster.com
Gary Turski	Regional Sales Manager	Ofc 419-865-1401 Cell 419-215-0580	419-865-2620	gary.turski@hyster.com

Hyster Company Big Trucks

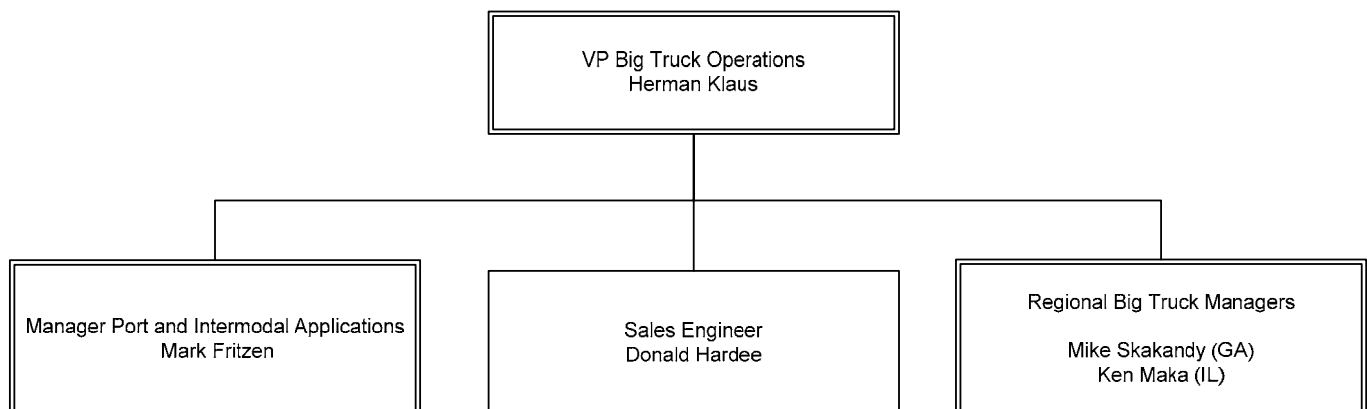
- Responsibility:** Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)
- Establish and manage forecasting of dealer orders and stock
 - Manage "Value Selling" with the dealer groups
 - Establish and manage special sales programs
 - Manage dealer "Big Deals" towards successful closure

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: 252- 931-5682

<u>Key Contacts</u>	<u>Title</u>	<u>Telephone</u>	<u>Fax</u>	<u>Email</u>
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Ken Maka	Regional Manager – Big Truck (West & Canada)	Ofc 815-468-2725 Cell 704-756-9948	815-468-2723	ken.maka@hyster.com
Mark Fritzen	Manager, Port & Intermodal Applications	Ofc 765-307-4680 Cell 765-918-7769	765-307-4680	mark.fritzen@hyster.com
Donald Hardee	Sales Engineer	252-931-5411	252- 931-5682	donald.hardee@hyster.com

Hyster Company Big Trucks



Hyster Company Marketing Administration:

Contacts	Phone	Email
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Elaine Bell Program Administrator	252-561-7103	e.bell@hyster.com
Jaime McNeill Market Analyst – Channel Performance	252-931-5671	jaime.mcneill@hyster.com

Government

Responsibility:

- ❖ Monitor and Manage Government Sales for new units and parts
- ❖ Coordinate with dealers as appropriate on sales, service and parts issues.
- ❖ National account sales and development
- ❖ Account management and strategy
- ❖ Team leader and coordinator
- ❖ Dealer/customer interface

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: 252- 931-5963

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Hyster Company Re-Marketing

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Hyster National Accounts Administration

Where: 1400 Sullivan Drive, Greenville, NC 27834

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Hyster Company

National Accounts

- What:** Responsible for:
- ❖ National account sales and development
 - ❖ Account management and strategy
 - ❖ Team leader and coordinator
 - ❖ Dealer/customer interface

National Account Management Team					
Contact		Title	Office Phone	Mobile Phone	Email Address
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Manufacturing Industry						
Contact		Title	Office Phone	Mobile Phone	Fax	Email Address
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Food Industry						
Contact		Title	Office Phone	Mobile Phone	Fax	Email Address
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Banks	Peggy	Account Manager - National Accounts	(480) 987-6510	(480) 286-8264	(480) 987-6616	peggy.banks@hyster.com
Stone	Brett	Account Manager - National Accounts	(913) 648-3600	(913) 648-3601	(913) 648-3601	brett.stone@hyster.com

Logistics Industry						
Contact		Title	Office Phone	Mobile Phone	Fax	Email Address
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Kinsella	Ken	Account Manager - National Accounts	(317) 915-8395	(317) 710-1935	(317) 915-8396	ahkkinse@hyster.com
Zettle	Bryan	Account Manager - National Accounts	(858) 342-0609	(858) 720-1895	(858) 720-1895	bryan.zettle@hyster.com

Paper & Lumber Industry						
Contact		Title	Office Phone	Mobile Phone	Fax	Email Address
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Padgett	Randy	Account Manager - National Accounts	(423) 386-5414	(678) 772-3332	(252) 931-7872	randy.padgett@hyster.com
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Stefko	Mike	Account Manager - National Accounts	(972) 387-9600	(214) 773-1290	(972) 387-9608 eFax (972) 692-7086	mike.stefko@hyster.com

Hyster Company Hyster Capital

Purpose of Department: To provide financing alternatives for all Hyster dealers and customers.

Departmental Fax: 252 931-7812

Toll Free Number: 877-HYSTCAP (497-8227)

Key Contacts	Telephone	Email
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Hyster Capital Dealer Assignments

Will Brinson

Bohl Equipment Company
Equipco Division Phillips Corporation
Great Lakes Power Lift
Harvey & Company Limited
Hyster New England, Inc. (All)
Liftech Handling, Inc.
MEE Material Handling Equipment
MH Equipment Co. (All)
Mid-State Industrial
Modern Handling Equipment Company
Pape (ALL)
United Lift Truck
Vicararo Equipment
Wajax Industries Limited

Mark Hall

American Machinery Company
Arnold Machinery Company
Barloworld Handling
Deep South Equipment Company
Johnson Lift-Hyster
McCall Handling Company
Sellers Tractor Company, Inc.
Shipping Utilities, Inc.
Stewart & Stevenson - (ALL)
G.W. Van Keppel (ALL)
VBS, Inc. Material Handling

Hyster Company Hyster Fleet Services (HFS)

What: Responsible for:

- ❖ Fleet management programs, marketing and sales
- ❖ Fleet analysis and benchmark studies
- ❖ FMEG and HMAS promotion
- ❖ National and dealer major account fleet management support

Where: 1400 Sullivan Drive, Greenville, NC 27834

Contacts		Telephone	Fax
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Hyster Company Aftermarket Sales

What: Responsible for:

- Parts sales through Parts Marketing Department and Service Marketing Department
- Assisting dealerships in gaining new parts customers and increasing business with existing parts customers through various Parts Programs
- Assisting dealers in gaining new fleet service accounts and increasing service business with existing PM and Service Accounts through Service Marketing Programs
- Parts Operations Management

Where: 1400 Sullivan Drive., Greenville NC 27834 Fax: 252 931 5682

Key Contacts	Title	Telephone	Email
Gary Bates	Director – Parts Sales (Hyster)	252 931 5690	gary.bates@hyster.com
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Dennis Hamlin (Midwest) Bohl; Great Lakes; MH Equipment: Illinois, Iowa, Kentuckiana, Nebraska; Grand Island/Omaha, Ohio North/South, Quad Cities; MEE; Mid-State Industrial; Shipping Utilities; United Lift Truck		513-675-0942	dennis.hamlin@hyster.com
Tom Roark (West) American Machinery; Johnson Lift-Hyster; Papé Material Handling – all; Wajax - West (Canada)		360-571-9644 360-607-2043	tom.roark@hyster.com

Aftermarket Product Management

Purpose: To drive the growth of Parts & Service through Product focus for optimum pricing, supplier support, delivery method and stocking options to support the growth of existing products and the development and introduction of new products.

Location: 1400 Sullivan Dr., Greenville, NC 27834

Key Contact	Title	Telephone	E-mail
Jerry Omahen	Manager, Aftermarket Vendor Program & Pricing	252 567 7038	aajomahe@nmhg.com
Kevin Carter	Product Manager, All Makes	252 931 5731	aakcarte@nmhg.com
John Decker	Product Manager, (Batteries & Electric Products)	252 931 5806	aajdecke@nmhg.com
Jim Fowler	Aftermarket Products & Parts Pricing Manager (Parts Pricing & Captive Sales)	252 931 5805	aajfowle@nmhg.com
Jeff Bean	Project Manager	252 561 7011	aajbean@nmhg.com

Responsibilities: Forks, Reman, Oil & Lubricants, Front End Attachments, Pallet Trucks, All Makes Products & SMH Products

Key Contact	Title	Telephone	E-mail
Kevin Carter	Product Manager, All Makes	252 931 5731	aakcarte@nmhg.com
Tina Parker	Product Analyst, All Makes	252 931 5858	aatparke@nmhg.com

Responsibilities: Starter Batteries, Industrial Batteries, Tires, Seats, MRO Programs, Chains, Load Wheels, Battery Handling Equipment, Hose & Fittings, Lights, Paints

Key Contact	Title	Telephone	E-mail
John Decker	Product Manager, Batteries and Tires/Direct Ship	252 931 5806	aajdecke@nmhg.com
Mandy Chance-Outlaw	Product Analyst Direct Ship	252 561 7014	aamchanc@nmhg.com
David Parrish	Product Analyst Batteries & Tires	252 561 7174	aadparri@nmhg.com

Key Contact	Title	Telephone	E-mail
Jim Fowler	Product Manager, Pricing & Strategy Captive Parts	252 931 5805	aajfowle@nmhg.com
Jim Cairns	Product Analyst Captive Parts	252 931 7180	aajcairn@nmhg.com
Tim Coburn	Senior Pricing Analyst	252 561 7198	aatcobur@nmhg.com

Aftermarket Marketing

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Purpose: Our team is committed to developing sales opportunities for the dealer body by bringing new products to market. In a marketing role, our desire is to drive the growth of Parts & Service through effective communications, promotional tools, and sales incentive programs

Location: 1400 Sullivan Dr., Greenville, NC 27834

Key Contact	Title	Telephone	E-mail
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Sandy Odom	Supervisor, AM Marketing Communications	252 931 5571	aasodom@nmhg.com
Bill Ford	Senior Statistical Analyst	252 931 5603	aabford@nmhg.com

Responsibilities: Dealer Resource Site, Event Planning, Dealer Announcements, Aftermarket Sales Growth Plan, Newsletters, Publications, Dealer Marketing Material, Warehouse Product Site

Key Contact	Title	Telephone	E-mail
Sandy Odom	Supervisor, Marketing Communications	252 931 5571	aasodom@nmhg.com
Lakisha Randolph	Communication Coordinator	252 931 5725	aalrando@nmhg.com

Responsibilities: Oasis, Rebates, Program Tracking

Key Contact	Title	Telephone	E-mail
Bill Ford	Senior Statistical Analyst	252 931 5603	aabford@nmhg.com

Responsibilities: Budget PM Calculator, Business Proposal Resource, Marketing Kit Sales, PM Drop, PM Program, Passport PM, Service Marketing Presentation & Brochures, Fluid Analysis, Fork/Tire/Chain Inspections, Labor Cost Estimator, Service Marketing Publications & Catalogs, Q2+ Software, Q2+ Labor Times Guides, Hypass Online, Sales Flyer Requests, Service Repair Development Kit

Key Contact	Title	Telephone	E-mail
Kelly Inscoe	Product Analyst	252 931 5729	aakinsco@nmhg.com

Aftermarket PDC Operations

Purpose: The Parts Distribution Center's mission is to be a world class distributor of quality parts supporting the goals of Hyster while meeting or exceeding our customer's expectations. We strive to provide innovative services and parts distribution logistics as well as target dealer order fill, flexible response and lowest total cost to the wholesale marketing organizations and their dealers and customers.

Location: 1010 Fairchild Dr., Danville, IL. 61832-3393

Mike Gregory	Director, Parts Operation (Danville)	217 443 7240	217 443 7453	mike.gregory@nmhg.com
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Customer Service:

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Resident & Application Engineering Service Operations

Key Contact	Title	Telephone	E-mail
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Robin Dickens	Administrative Assistant	252 931 5819	aardicke@nmhg.com

Locations:

Resident Service Engineers and Application Engineers are located at the Greenville and Berea Plants for quick access for truck investigation and problem resolution.

AE & RSE – Electric Trucks - 5200 Martin Luther King Jr Hwy Greenville NC 27834

AE & RSE – IC Trucks & Big Trucks - 2200 Menelaus Pike, Berea KY 40403

Warranty – Americas Headquarters - 1400 Sullivan Dr., Greenville NC 27834

On-line [Contact Management](#) under Customer Support is always your first and quickest resource for any Customer Service question. Please use Contact Management first before calling direct. Hyster Contact Management 1 888 381 6766.

Resident Service Engineers - Your resource for technical questions when your technicians cannot find the answer in the Knowledge Base.

Key Contact	Title	Telephone	E-mail
Gregg Gilliam	Manager RSE Electric Trucks	252 561 7068	agggilli@nmhg.com
Mark Hume	Manager RSE IC Trucks	859 986 6220	abmhume@nmhg.com
Harold Puzey	Manager RSE Big Trucks	859 228 1560	abhpuzey@nmhg.com
Rita Himes	Administrative Assistant	859 228 1551	abrhimes@nmhg.com

Application Engineering - Provides application information and quotes on special options and truck modification to dealer sales departments.

Key Contact	Title	Telephone	E-mail
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Kevin Fallahee	Supervisor AE – Electric Trucks	252 931 5933	agkfalla@nmhg.com
Jeff Carter	Supervisor AE– IC Trucks	859 986 5191	abjcarte@nmhg.com

Warranty & Quality Improvement – Processes dealer warranty claims and collection of truck data for quality improvement.

Key Contact	Title	Telephone	E-mail
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John Brewer	Supervisor Warranty Claims	252 931 5823	aajbrewe@nmhg.com
Marcus House	Supervisor Warranty Lab	252 931 5800	aamhouse@nmhg.com

Customer Service Field Service Engineering

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Open	Director, Dealer & Customer Service	252 931 5819	aardicke@nmhg.com
Robin Dickens	Administrative Assistant	252 931 5819	aardicke@nmhg.com

On-line [Contact Management](#) under Customer Support is always your first and quickest resource for any Customer Service question. Please use Contact Management first before calling direct. Hyster Contact Management 1 888 381 6766.

Field Service Engineers provides additional technical support after your technician and Resident Service Engineering have exhausted all other problem resolutions.

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William Culver – FSE VNA	Scott Palmer - FSE 8-16 Ton
Bob Reardon - FSE Automotive	Dan Smalley – FSE Jumbo Trucks
Paul Berry Manager FSE North & Central 252 931 7858 office 252 327 2297 cell aapberry@nmhg.com	Eddie Martin Manager FSE South & West 252 931 5222 office 252 347 5744 cell aaemarti@nmhg.com
Terry Dobbryn – FSE North Central Bohl Equipment, Great Lakes Power, MH Equipment - all, Mid-State Industrial, Wajax Industries – Central	David Tanner – FSE South G.W. Van Keppel-KS, G.W. Van Keppel- OK, Stewart & Stevenson Power –Central, Stewart & Stevenson Services – Gulf Coast
Greg Everett - FSE Mid East Equipco, McCall Handling, Modern Equip of PA, Modern Equip of NJ	Dave Faulkner – FSE South East Barloworld AL, FL, GA, Mid South Deep South Equipment,
Bob Luka - FSE Mid West Arnold Machinery – Eagan, MEE, Sellers Equipment, Shipping Utilities, United Lift Truck	Stan Power - FSE North West Pape' Material Handling – All, Wajax Industries - West
Greg Grover – FSE North East Harvey & Company, Hyster New England, Liftech Equipment, Viccaro Equipment, Wajax Industries - East	Mike Norris – FSE Mountain American Machinery, Arnold Machinery of AZ, Arnold Machinery of UT, Johnson Lift, Materials Handling Equip Co – an Arnold Company
Dave Gazo – FSE Rapid Response New Products	Thom Hamm – FSE East Barloworld – NC & SC, VBS, Inc

Marketing Planning & Research Administration

Purpose: The NMHG America's Market Planning & Fleet Support Organization is committed to providing excellent support to dealers with statistical reporting and related informational requirements.

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Hyster Training

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