



DEALER INVENTORY POOL PROGRAM

October 2006





Overview

- Designed to provide participating dealers with quick access to over 800 units to service their customers' needs
- Competitive requirement in market place
- More formal process for acquiring/relinquishing trucks
- Similar to old D.E.E.P. – mid 90's





Goals

- **Increase customer satisfaction**
- Improve market share and profit opportunities
- Improve lead times and quick-ship capability
- Reduce lost sales due to product availability
- Minimize freight and storage costs
- Increase breadth of stock units
- Reduce dealer loaner unit requirement





Dealer Participation Requirements

- Meet established stock targets (Stock on Hand & Stock on Order)
- 25% of established dealer stock target should be identified as pool units
 - W40Z count for targets but not considered pool units

- Example

Inventory Target	SOH	SOO	Pool Requirement
40	20	10	10

25% of 40

If 7 of the 10 SOO are W40Z, then convert the other 3 to Pool and order 7 units on the factory

- Identify (2) dealer contacts for D3 notification purposes





Pool Administration

- Hyster Marketing manages program
 - Status reports
 - General program questions
- Product Supply manages the physical pool
 - Sends pertinent information regarding processes and necessary forms upon enrollment
 - Receive and follow up on truck inquiries
 - Process bill-to changes on relinquished units
 - Review Pool orders and address any issues





Pool Administration

- Hyster Capital/NMHG Financial Services
 - Administration of wholesale accounts
- Dealer Sales Inventory Pool Administrator
 - Maintain adequate stocking levels
 - Maintain adequate pool levels
 - Submit required forms when requesting/relinquishing trucks
 - Monitor units in storage





Pool Administration

- Storage fee of \$75 for inventory remaining in pool between days 91 – 180
- After 180 days, inventory remaining in pool will be shipped to ordering dealer
- All standard policies & procedures apply
- Dealer order surcharge of \$15 per unit to cover the Pool Program cost





Pool Administration

- Specifications cannot be changed on pool orders
 - Unless an error is identified
 - Review acknowledgements upon receipt
- Hyster invoice generated when trucks clear factory
 - Do not pay
 - Treat as a notification that truck has cleared





Order Entry Process

- Must have current HERO version 8.5.3 loaded on HERO Host system
- Start by selecting “Stock Truck Order” hotlink from Home or Order Listing pages within eHERO
- Select “Add Products” to choose model





Order Entry Process

- Select “Edit Header” to enter required data
- Complete Fill Order Header page
 - Enter TNT in the Company Name field on Delivery Address section and select “Search”
 - Select Greenville for Electric Product and Berea for IC Product
 - Discount type = STD:Standard Discount
 - Terms = Inventory Pool
 - Delivery Method = Dealer Inventory Pool
- No need to create a quote prior to placing order





Order Entry Process

eHERO Fill Order Header

Additional Order Information		Discount Information	
End Customer PO		Discount Type*	Select a Discount Type
Bill-To PO*		Discount Percent	0.0
Email Address*	cgbgoins@nmhg.com	Discount Value	\$0.00
Order Request Date*			
End Customer Flag			
Payment Information		Shipping Information	
Terms*	-Select-	Delivery Method*	-Select-
Cash Discount Code			
30 Day Pay Period			
A/R Payment Method			
Apply Order Information			
The information you have entered for this order header can be applied to ALL subsequent suborders.			
Apply to Suborders			
→ Fill Order Header		Cancel Save	
Back to Top ↑			

User must select Dealer Inventory Pool option for Delivery Method.





Order Interface

HERO Order Options / Values > Terms Tab

Options	Ship-To	Terms	Approval
Order Type R Payment Terms 1% 10 Net 30 Delivery Method P Freight Carrier D Dealer Pick Up Freight Pay Method F Ship Via Freight Carrier FOB Point P Dealer Inventory Pool Rental Order? N End Cust Order?		Bill-To MH EQUIP OF OHIO SOUTH 106 CIRCLE FREEWAY CINCINNATI, OH 45246 Bill-To PO End Cust PO	

User must select Dealer Inventory Pool option for Delivery Method and Rental Order? Set to N and End Cust Order? Set to Null (No).





Locating Pool Units

- Dealer identifies need for Pool truck
- Use Truck Locator to find truck meeting requirements

A screenshot of the Hyster Digital Dealer website as viewed in Microsoft Internet Explorer. The browser's address bar shows the URL: http://www.hysterusa.com/Dealerarea/TruckLocatorFiles/Truck_Locator_Landing_Page.asp. The website header includes the 'DIGITAL DEALER' logo with the tagline 'STRONG PARTNERS. TOUGH TRUCKS.' and a navigation menu with links like 'UNLEASH THE SAVINGS', 'ABOUT HYSTER', 'HYSTER PRODUCTS', 'DEALER LOOKUP', 'UNISOURCE AFTERMARKET', and 'CONTACT HYSTER'. A user is logged in as 'AHSALEXA'. A left-hand navigation menu is visible, with 'Truck Locator' highlighted in a red box. Other menu items include 'Truck Product Information', 'Truck Product Reports', 'Truck Pricing', 'Hyster Product Information Library', 'Truck Rating', 'Dealer Meeting Registration', 'Truck Sales Training', 'Truck Application Surveys', 'Truck Image Gallery', 'Truck Literature', 'Nameplate Request', 'Hyster Capital', 'Hyster Fleet Services', 'Re-Marketing / Used Trucks', 'Warranty', 'Hyster Company's Policy & Procedures', 'Sales / Marketing Programs', 'Communications', 'Dealer of Distinction', and 'Laptop Purchase Program'. The main content area features the text 'Strong Partners. Tough Trucks.' and a paragraph about the 'Truck Locator Program'. The bottom of the page includes a footer with various links and the Hyster logo.





Locating Pool Trucks

Hyster Dealer Resource Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Word Excel PowerPoint Outlook

My Web Search Search Address <http://hysterusa.com/TruckLoc> Go Links

Stock Selection

First select a Truck Model from the drop-down list below, then select a Stock Type.

Model: S50FT

Series: F187

Build Plant: BERE A MFG PLANT

Stock Type: POOL ON HAND

Options Selection

Type the options that apply to your search. You can include up to 7 options in your search.

Option 1:

Option 2:

Option 3:

Done Internet





Locating Pool Trucks

Hyster Dealer Resource Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Mail Print Word Pad Internet Explorer My Web Search Search Address http://hysterusa.com/TruckLoc: Go Links

There are 6 orders that match the search criteria.

Order # ▲	Nomenclature	Dealer	City	State
092563		MODERN HANDLING-EDISON	EDISON	NJ
093358		M.H. EQUIPMENT CORP	PEORIA	IL
095081		BOHL EQUIPMENT-TOLEDO	TOLEDO	OH
095082		BOHL EQUIPMENT-TOLEDO	TOLEDO	OH
095083		BOHL EQUIPMENT-TOLEDO	TOLEDO	OH
095084		BOHL EQUIPMENT-TOLEDO	TOLEDO	OH

[[Clear Results and Search Again](#)]

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HYSTER
TAKE IT TO EXTREMES

Internet





Acquiring Pool Units

- Once potential truck found, send formal request to Product Supply via Contact Management
 - Select Pool Truck as Subcategory
 - Attach Request Form (Request to Obtain Store Room Pool Product)
 - Can submit request for 2 trucks that meet requirement





Acquiring Pool Units

http://hyster.custhelp.com - Ask a Question - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window

Answers Ask a Question My Stuff Logout H

Logged in as: Jaime McNeill NMHG, Inc. (Hyster Company) (60) - Gree

General Information

* Category: Product Supply (New Units) Pool Trucks

Unit S/N:

* Product: Product Supply (New Units)

Question Data

* Subject:

* Question:

Additional Information

CC:

Enter another email address(es) to be copied on responses (optional). Note: Separate email addresses by a comma(,) NOT a semicolon(;

Internet

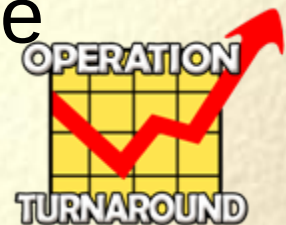
Contact Management





Acquiring Pool Units

- Pool Coordinator requests truck from ordering dealer
- Ordering dealer - 48 hours to keep or relinquish
- If ordering dealer relinquishes truck, Pool Coordinator processes bill-to change
- TNT ships truck immediately if located in warehouse or ASAP upon clearing factory
- Miscellaneous freight invoice generated
- Retail book units stored in warehouse





Acquiring Your Own Pool Truck

- Follow the same process previously outlined
- Why fill out a form for your own truck?
 - Required by Hyster Capital for auditing purposes
 - Provides necessary shipping, booking, payment terms information





Relinquishing Pool Units

- Request form sent by Pool Coordinator
 - Release of Dealer Pool Truck form
- Relinquish Pool unit within 48 hours (2 business days)
- If unit relinquished and has cleared factory, prepare invoice to purchasing dealer and send to Pool Coordinator





Relinquishing Pool Units

- Order will revert to a standard stock order and be shipped if not relinquished
- Replenishing the pool - two options:
 1. Product Supply re-entering an identical order (only if unit has not cleared factory)
 2. Replacement Pool Truck Order placed by dealer





Hyster Company Contacts

- Bob Chaudoin – Dealer Business Systems Specialist
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- Jaime McNeill – Market Analyst
 - Phone: 252-931-5671
 - Email: ahjmcnei@hyster.com
- Emily Parker – Product Supply Hyster Pool Coordinator
 - Phone: 1-888-381-6766 (option 4)
 - Email: via Contact Management
- Karen O'Connor – Operations Supervisor (GE)
 - Phone: 203-749-2103
 - Email: karen.oconnor@ge.com





Questions/Feedback?

Questions asked during the meeting, along with answers, will be posted soon.

