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August 12, 2002

To: All Hyster Dealers

Subject: UNISOURCE/SMH Strategic Partnership – SMH Announces Updates to the IRMN System

As a result of dealer feedback, SMH has added the following features to the Information Resource Management Network (IRMN) system. These features are intended to save you valuable time and increase your control of the order management process.

- Backorder Management –
 - o Backorders – Backordered parts can be deleted from a backorder if the order has not processed and the complete quantity on the line item is deleted (this excludes partial quantity deletions). Consequently, you can cancel the entire backorder by canceling all line items individually.
 - o Carrier Code – You now have the ability to change backorder routings. For example, if a backorder was scheduled to ship UPS Red, the carrier code could be changed to ship FedEx Ground.
- Return Authorizations –
 - o You can now process Return Authorizations (RA's) electronically through IRMN. A new icon option for "RA's" has been added to the IRMN main menu and by selecting this icon your 12-month order history is displayed. You can select the order that contains the part(s) to be returned or search the order history by part number. Once you've selected the part number, indicate the quantity to return and select a reason code. Comments and a return e-mail address complete the request. A "RA" number will be sent to you by return e-mail.

These enhancements are effective immediately and SMH has transitioned internally to support this change. Effective September 1, 2002 if you do not have access to the IRMN system, all requests for backorder changes and Return Authorizations are to be made via e-mail or fax message. A list of the fax numbers and e-mail addresses will be forwarded to you prior to September 1, 2002.

Please feel free to contact your Dealer Satisfaction Representative if you have any questions.

Yours truly,

NACCO Materials Handling Group, Inc.

Tracy Minto
Manager Customer Satisfaction, Parts