



May 9, 2002

Attention: All Hyster Dealer Principals and Aftermarket Distribution List

Subject: Important Information Regarding SMH IRMN Registration and "Quick Reference" Recap

It has been a successful "GO LIVE" launch since our kick-off May 6. We have worked diligently to communicate with you on a regular basis to keep you informed of our progress. If you have misplaced any prior communications relating to this subject, you can simply go to the secure Dealer Resource site www.hysterusa.com and click on "Aftermarket", "SMH Strategic Partnership".

The objective of this announcement covers two specific areas:

- 1.) Important responsibilities, security measures and order processes tied to IRMN registration
- 2.) A single page "Quick Reference" outline recapping key information about the SMH alliance

Regarding important IRMN registration information, if you require additional passwords, either for a branch that was not included in the initial registration process or for additional individual sign-up within a single location, simply contact Gary Effie with SMH at 1-913-829-1000, ext. 3127. Providing your dealership is currently registered on IRMN, provide Gary the branch location and names of the users to be added and he will assign passwords and contact you when they are active.

To eliminate the risk of an ex-employee placing an order on your IRMN user name / password account (once they have left the company), it is your responsibility to contact SMH directly to advise them of your requested account information change.

Multiple users can sign-up on IRMN using the same password and logon information at the same time. The limitation is that you share the same order basket. The benefit is that your dealership can add parts to the order basket at the same time during the course of the day. The system allows you to view the current order basket when refreshing the 'order' area of IRMN.

An IRMN user can build three different types of orders:

Daily Order (Default) – This order can be built throughout the day and then committed at any time of the day. All uncommitted Daily/ Emergency Orders are automatically committed by IRMN® at 3:00 p.m. (CST) everyday.

Emergency Order – This order is functionally the same as a Daily order. This type of order can be used to place an additional order without disrupting the daily order. Often, an emergency order will be placed for parts that need to be shipped overnight, while a daily order is used for restocking or lower-priority orders. You are required to choose a carrier for this type of an order.

Weekly Order – This order is functionally very similar to the Daily and Emergency orders. The difference when comparing to the other order types is 1.) the user is prompted for a Ship Date for the weekly order 2.) the user can change the ship date (it defaults to a week from the day the order was started). The ship date cannot be more than a week from the day the order was started. All uncommitted weekly orders that are to be shipped on a given day are automatically committed at 12:00 Noon (CST). Carrier defaults to Best. **Note:** Each type of Order has a different order basket associated with it.

Continued ...

Please be sure to share this information with all key members of your aftermarket team. The IRMN registration and order process is a very important ingredient for successful use of the system. Should you wish to discuss any element of this program further, please feel free to contact Gary Effie with SMH at 1-913-829-1000 - ext 3127, your Regional Aftermarket Sales Manager or myself at ahgbates@hyster.com (252/931-5690).

Sincerely,

HYSTER COMPANY

A handwritten signature in black ink, reading "Gary M. Bates". The signature is written in a cursive style with a large, stylized "G" and "B".

Gary Bates
Director, Aftermarket Sales

Attachment

SMH ALLIANCE: "QUICK REFERENCE" FACT SHEET

- The SMH Alliance increases UNISOURCE coverage from 81,000 part number cross-references to over 250,000 crosses covering over 40 different OEM's.
 - ➔ For complete information on SMH go to www.smhco.com
 - All orders placed through IRMN or the PDC will be invoiced by Hyster Company exactly the way they have in the past. All orders placed for SMH material will be eligible for 5% return allowance and all purchases will receive credit towards "You Make It Happen!" objectives and "Challenge to the Leaders" rebates.
 - All items, excluding Hyster parts in the 2002 TotalSource catalog, in combination with all the spare parts and accessories listed in the IRMN system, are available for purchase.
 - For same day shipment of SMH parts, orders placed through the PDC must be received by 4PM CST. All orders placed on IRMN must be received by 3PM CST.
 - All orders shipping from SMH will be placed in a carton for shipment. On the outside of the carton, a UNISOURCE label will be affixed. Regarding individual parts within the carton, they will remain in the TotalSource box that SMH packaged them in.
 - With the outsourcing of "UNIQUES", any order for Hyster parts placed directly on SMH will be re-directed to the PDC, likely to result in two freight bills. However, please remember that unless you specify 'expedited routing', SMH orders valued over \$250.00 are inclusive of standard freight and will NOT carry a 5% emergency premium charge.
 - The SMH "Look-Up Service" is a key feature that provides you parts for ALL makes of equipment, even when it is not offered through SMH. As a "no-cost" service to you, SMH will research, locate and build an order, provide you a quote, and process upon your authorization. Such orders will need to be placed directly on SMH through email or by faxing them to 1-877-358-1507. To locate the proper form go to www.hyster.com - Aftermarket / "SMH Strategic Partnership" icon) and print the 'SMH Look up service form' document.
 - Standard freight charges for all continental U.S. orders (stock and emergency) over \$250.00 in net value will be shipped surface freight prepaid. All continental U.S. orders below \$250.00 in net value will be invoiced as follows:

▪ \$0.00 to \$24.99	-	\$10.00
▪ \$25.00 to \$49.99	-	\$8.00
▪ \$50.00 to \$99.99	-	\$9.00
▪ \$100.00 to \$149.99	-	\$10.00
▪ \$150.00 to 199.99	-	\$12.50
▪ \$200.00 - \$249.99	-	\$15.00
- All airfreight shipments requested will be at your expense plus a \$6.00 handling fee. All shipments, when properly packaged exceeding 1,728 cubic inches (12" x 12" x 12" box) will be billed at the dimensional weight rate plus a \$6.00 handling fee. All cancellations must be done prior to being released onto the shipping floor.
- SMH Return policy: If you have ordered a part in error, you will have 30 days from the date of invoice to return it directly to SMH at a 25% restocking fee, plus freight. The way to obtain prior consent from SMH is by going to the "Return Authorization" section of IRMN, identifying the part you want to return, adding your comments, and forwarding. Once your request is reviewed, an RA number will be assigned by SMH and emailed to you. Also, please remember that unless SMH receives your return cores within 60 days of purchase, we will be unable to process your core return credit. After 30 days, parts are non-returnable.
 - The SMH warranty, from the date of purchase, is generally one year unless specified otherwise. Some parts and products are applicable to a 90-day warranty (see www.smhco.com/warranty.html for more detailed information). Amongst the parts warrantable for 90 days are torque converters, reman products, Micro and Cherry brand electrical switches, Prestolite solenoids and electrical / SCR relays, rectifiers and diodes.
 - To register for IRMN, locate and print the registration form at www.hysterusa.com - (under the "SMH Strategic Partnership" icon), complete and return it direct to SMH. Write in the "Company" box in the upper left-hand corner, your dealer name and address information. In the upper right-hand box, fill in the agreement number with your dealer code. Indicate a contact name for your specific location in the Sales Rep box and fill-in the location's telephone and fax number. Complete the lower right-hand box information with your signature, name, date and email address, agreeing to the terms and conditions of this agreement. Fax the completed agreement to SMH at (913) 397-3169. All user fees normally associated with this system have been waived.
 - To eliminate the risk of an ex-employee placing an order on your IRMN user name / password account (once they have left the company), it is your responsibility to contact Gary Effie at SMH directly to advise them of your "new" account information.
 - For IRMN access, go to www.UNISOURCEirmn.com. For all inquiries regarding the IRMN system, simply click on "view IRMN user's guide on line" from the main page of IRMN. If additional information is required, you can call the private IRMN technical support hotline at 1- 877-660-8381 for assistance, or email garye@smhco.com

There are several benefits to this new alliance. One of the top priorities presented in recent Dealer Council meetings was the need for a comprehensive all makes program that included a viable search engine and an expanded offering. This new alliance fulfills these objectives at "Everyday Low Prices".

We have negotiated very favorable terms with SMH that provides Hyster dealers with the best possible pricing on All Makes parts. In addition, we are incorporating a viable sourcing option that can truly provide the dealer with one stop shopping for all their parts needs. These characteristics will become of great value as we strive to convert competitive Key Accounts and Fleet Management initiatives.

This program has been integrated into our everyday business and will play a big part in the achievement of our short-term objectives "Challenge to the Leaders" and "You Make It Happen!", as well as our pursuit of our long-term objective "MatchPlay 2010". The attainment of these goals will help us increase our customer base, increase our market share in parts and units and deliver profits to the bottom line strengthening our position in the market.