



1010 E. Fairchild Street (61832) – P.O. Box 334 – Danville, Illinois 61834-0334 - (217) 443-7000

SMH Strategic Relationship – Special Release (Hyster Western Region Dealers *only*)

SMH - WEST COAST DISTRIBUTION CENTER

Q 1.) What states are impacted by this distribution center change?

Dealers located in California, Oregon, Washington, Idaho, Utah, Nevada, Arizona and Hawaii; plus branch locations in Montana that are a part of Hyster Sales Company.

Q 2.) Where is the SMH West Coast Distribution Center, who are the principal contacts, and how can I reach them?

8730 Prestige Court, Rancho Cucamonga, CA 91730
Telephone: (909) 948-2767 Fax: (909) 948-2772
Bob Turner, General Manager BobT@smhco.com
Sue Larkey, Administrative Coordinator SueL@smhco.com

Q 3.) What are the hours of operation for the West Coast Distribution Center?

The operating hours of the facility are 8:00 AM to 5:00 PM (PST).

Q 4.) Will my current ordering procedure change in any way?

No. Your dealer code has been identified as a location assigned to the southern California warehouse for order fulfillment. You will continue to place orders as you have in the past.

Q 5.) Can I pick-up parts at this SMH facility if it makes sense for me to do so?

Yes. SMH has a parts counter / display center for just that purpose. You can place your order in advance and have the parts picked up in 'Will Call' or if your technician is nearby, he can stop in to check for availability and place an order at that time (a purchase order number must be provided to SMH to process the order). A map on PDF format is available by contacting SMH.

Q 6.) Is it safe to assume that at the West Coast Distribution Center there will be adequate inventory / stocking levels to satisfy my demand?

Yes. SMH has established the West Coast Distribution Center in an effort to have needed products stocked closer to dealers located in the western region for quicker service. This operation has been in place for over 12 years, consistently filling and shipping material demands on a same-day basis. In most cases, for products that are out of stock, SMH has modified their system to fill the backorder out of Olathe, KS (their main facility) the next business day. In the unfortunate event both warehouses are out of stock, the backorder will ship from Olathe as it provides the fastest service to you (all products are first received there and then transferred to California as part of their standard receiving process).

Q 7.) Will backorders shipping from Olathe still be shipped freight free?

Yes, if the backorder is coded to ship via 'ground carrier', the backorder will ship with no additional shipping charge, just as all 'ground' backorders do. All backorders resulting from orders routed as 'ground' will ship freight free unless you update the backorder and request it to ship via 'air carrier'. However, if you requested your original order to ship 'air', then the backorder will ship 'air' as well unless SMH is advised otherwise.

Currently, SMH's sales staff calls dealers with backorders scheduled to ship air, to confirm how the backorder should ship. In the future, as additional modifications scheduled for mid-August are completed to IRMN, you will be able to change the carrier code (how the order is to be routed) on IRMN.

Backorders resulting from 'Will Call' or 'Counter Sales' will be coded and filled from the West Coast Distribution Center. If you prefer to have the backorder handled differently, you can request that directly to an SMH sales person or make the change on IRMN (after mid-August).

Q 8.) Are pricing and terms under the West Coast Distribution Center identical to those that were used under the Olathe, KS distribution center?

Yes. This facility is part of the SMH – U.S. operation and all pricing and terms are the same. You will communicate with the same personnel in the Domestic Sales department and Customer Service department.

Q 9.) How will parts returns work for material shipped from the West Coast Distribution Center?

For now, parts return requests can be initiated by calling Don Holman, Customer Service, at (877) 660-8384. Don will issue an RA (Return Authorization) and the product can be returned to the West Coast Distribution Center, regardless from where it originally shipped. Once the additional modifications to IRMN are completed (as stated above), you will be required to request RA's directly through IRMN which will allow you more flexibility and access to the required information residing in IRMN history.