



UNDERSTANDING AFTERMARKET OPERATIONS

August 23 - 24, 2011

NMHG Parts Distribution Center ■ Danville, Illinois

This 2-day seminar provides the operations tools needed to increase efficiencies and boost Aftermarket sales. The focus of this training has been broken down into three categories - *Efficiency Gains, Tools for the Job, and Sales & Teamwork!*

Registration Information

Program begins Tuesday August 23 at 8:00am CST and adjourns Wednesday August 24 at 12:00 Noon CST.

There is no registration fee for this program. What's included: daily hotel breakfast buffet, one (1) lunch, one (1) dinner on Tuesday night, all training materials and handouts. Dealer pays travel, lodging, and incidentals.

Accommodations: Hampton Inn, Danville, IL. Further details on all arrangements will be provided in your registration confirmation.

**REGISTER NOW
to secure your space!**

Registration Deadline: Friday July 22

Click here to
REGISTER

What You'll Learn

Efficiency Gains

- Inquiry and Assist
 - Order types
 - Contact Management
- Web Order Management
- Parts Return Policies

Tools for the Job

- PDC Readiness
- Parts ID (HYPASS and Axxess)
- Website Resources
- PDC Value Advantage

Sales and Teamwork

- PM & Service Repair Kit Advantage
- Role of the Dealer Inside Sales Staff
- MDI Overview (*ValuLink*)