

Extended Warranty Requests

To display current information **enter a Serial Nbr, an Order Nbr OR an Invoice Nbr**. And press the **ENTER Key**.

NOPRO372	NOMS - US User QAC Environment	QPADEV000C
8/29/03		
ENTER	Create Extended Warranty Request	AHJSTEEL
13:52:20		
Marketing Group .. <u>011</u>		
Bill-To Code <u>253000</u>		
Serial Number ... <u>D187V28029A</u>		
Order Number _____		
OR Invoice Number ... _____		

Type required data and

NOPRO372	NOMS - US User QAC Environment	QPADEV000C
8/29/03		
ENTER	Create Extended Warranty Request	AHJSTEEL
13:52:20		
Marketing Group .. <u>011</u>		
Bill-To Code <u>253000</u>		
Serial Number		
Order Number <u>297117</u>		
OR Invoice Number . _____ . .		
Type required data and press <Enter>.		

NOPRO372	NOMS - US User QAC Environment	QPADEV000C
8/29/03		
ENTER	Create Extended Warranty Request	AHJSTEEL
13:54:31		
Marketing Group .. <u>011</u>		
Bill-To Code <u>253000</u>		
Serial Number . _____ . .		
Order Number .. _____ . .		
OR Invoice Number ... <u>355075</u>		
Type required data and press <Enter>.		

Verify the Information displayed and press the **ENTER Key** to continue to the Order screen.

NOPRI372	NOMS - US User QAC Environment	QPADEV000C 8/29/03
DISPLAY	Extended Warranty - Serial# Verification	AHJSTEEL 13:51:22
Mkt Grp : 011 Bill-To : 253000 Serial Nbr : D187V28029A Work Unit : 356719 04		
The serial number was last invoiced to		
Bill-To : 253000 DEEP SOUTH		
4201 MICHOU BLVD		
P.O. BOX 29365		
NEW ORLEANS	LA 70129-2229	
Order Number : 297117	Invoice Number : 355075	Invoice Date : 4/08/03
Series . . . : D187	Model . . . : S50XM	
PO's: Bill-To : A00588	End Cust :	
End Cust Bill-To : 253000 DEEP SOUTH		
End Cust Ship-To : 4170 RIVERWOOD INTER		
201 E CRAMER ST		
FORT ATKINSON WI 53538		
F3=Exit Enter=Continue		

- Any Current Extended Warranty Options will display on this Screen. To **ADD** a new option, press the **F14** Key (Shift/F2)

Enter Meter Hours and Pres F14 (Shift/F2)			
NOPRO373	NOMS - US User QAC Environment	QPADEV000C 8/29/03	
ENTER	Extended Warranty - Current Warranty Dtl	AHJSTEEL 13:56:11	
Mkt Grp : 011 HYSTER - NORTH AMERICA Bill-To : 253000 DEEP SOUTH EQUIP.-NEW O			
Serial# : D187V28029A Ship Date : 4/08/03 Installation Date : 4/28/03			
Order# : 297117 Invoice# : 355075 Series : D187 Model : S50XM			
Price Bk: DOM NORTH AMERICAN PRICES Currency: USD UNITED STATES DOLLARS			
Standard Warranty Expiry Date : 4/28/04		Standard Warranty Hours : 2000	
Current Warranty Expiry Date : 4/28/04		Current Hours Used . . . 00222	
Option Code	Option Description	Invoice Price	Current Price
Current Extended Warranty Option			
F3=Exit F11=Cancel Extended Warranty F14=Select New Extended Warranty			

- Available Warranty Options Display on this screen. To Select an option, enter a '1' in the Selection (?) field to the left of the desired option and press the ENTER Key.

NOPRL373 DISPLAY	NOMS - US User QAC Environment Select Extended Warranty Option	QPADEV000C 8/29/03 AHJSTEEL 13:58:40
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Mkt Grp : 011 HYSTER - NORTH AMERICA Bill-To : 253000 DEEP SOUTH EQUIP.-NEW O
 Price Bk: DOM NORTH AMERICAN PRICES Currency: USD UNITED STATES DOLLARS
 Series : D187 Model : S50XM Option .

Choice: 1=Select

? Option	Description (short)	Gross Price
— 60124	EXTENDED LTD PARTS ONLY WTY: 24/4000	215.00
— 60136	EXTENDED LTD PARTS ONLY WTY: 36/5000	315.00
— 60148	EXTENDED LTD PARTS ONLY WTY: 48/6000	475.00
— 60158	EXTENDED LTD PARTS ONLY WTY: 60/8000	635.00
<u>1</u> 60160	EXTENDED LTD PARTS ONLY WTY: 60/10000	790.00
— 60224	EXTENDED LTD PARTS & LBR WTY:24/4000	300.00
— 60236	EXTENDED LTD PARTS & LBR WTY:36/5000	430.00
— 60248	EXTENDED LTD PARTS & LBR WTY:48/6000	665.00
— 60258	EXTENDED LTD PARTS & LBR WTY:60/8000	900.00
— 60260	EXTENDED LTD PARTS & LBR WTY:60/10000	1165.00

Bottom

F3=Exit F15=Option Not Displayed

- Pressing the Enter key or the F3 key will display a confirmation prompt. Confirm your entries by entering a 'Y' in the confirm field and pressing the Enter Key.

NOPRA373 ADD	NOMS - US User QAC Environment Add Extended Warranty Request	QPADEV000C 8/29/03 AHJSTEEL 14:00:44
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Mkt Grp : 011 Bill-To : 253000 DEEP SOUTH EQUIP.-NEW ORL
 Serial# : D187V28029A Ship Date : 4/08/03
 Order# : 297117 Series : D187 Model : S50XM Currency : USD
 Install Date : 4/28/03 Install Customer Name : RIVERWOOD INTERNATIONAL
 Standard Warranty Expiry Date : 4/28/04 Standard Warranty Hours : 2000
 Current Warranty Expiry Date : 4/28/04 Current Hours Used . . : 1000

Option Description	Expiry Warranty Price	Date	Hours
Previous Warranty Details			
New Warranty Details			
60160 EXTENDED LTD PARTS ONLY WTY: 60/10000	790.00	4/28/08	10000
Warranty Admin Fee :	15.00		
Warranty Cancel Fee :	.00		
Total amount to be invoiced :	805.00		

F3=Exit F14=Option F21=Comment

Extended Warranty Request - Confirmation Mkt Grp : 011 Request : 000046 Bill-To : 253000 A request has been created to change Extended Warranty terms. An invoice will be generated. Confirm (Y/N) <u>Y</u> F3=Exit Enter 'Y' to Confirm

Canceling an Extended Warranty Option

- To CANCEL an Extended Warranty Option, Press the **F11** key .from this Display screen.

NOPRO373	NOMS - US User QAC Environment	QPADEV000C 8/29/03
ENTER	Extended Warranty - Current Warranty Dtl AHJSTEEL 14:04:00	
Mkt Grp : 011 HYSTER - NORTH AMERICA Bill-To : 253000 DEEP SOUTH EQUIP.-NEW O		
Serial# : D187V28025A Ship Date : 4/08/03 Installation Date : 4/28/03		
Order# : 297116 Invoice# : 355074 Series : D187 Model : S50XM		
Price Bk: DOM NORTH AMERICAN PRICES Currency: USD UNITED STATES DOLLARS		
Standard Warranty Expiry Date : 4/28/04 Standard Warranty Hours : 2000		
Current Warranty Expiry Date : 4/28/06 Current Hours Used ...		
Option Code	Option Description	Invoice Price Current Price
Current Extended Warranty Option		
60236	EXTENDED LTD PARTS & LBR WTY:36/5000	430.00 430.00
F3=Exit F11=Cancel Extended Warranty F14=Select New Extended Warranty		

Confirm the Cancellation by pressing the **F22** key (Shift/F10) and responding **Yes** to the confirmation request.

Following the Confirmation, a screen will display detailing invoice amounts.

Extended Warranty Request - Confirmation
Mkt Grp : 011 Request : 000046 Bill-To : 253000
A request has been created to change Extended Warranty terms.
An invoice will be generated.
Confirm (Y/N) <u>Y</u>
F3=Exit Enter 'Y' to Confirm

NOPRA373	NOMS - US User QAC Environment	QPADEV000C 8/29/03
ADD	Add Extended Warranty Request	AHJSTEEL 14:05:03
Cancellation		
Mkt Grp : 011	Bill-To : 253000 DEEP SOUTH EQUIP.-NEW ORL	
Serial# : D187V28025A	Ship Date : 4/08/03	
Order# : 297116	Series : D187 Model : S50XM	Currency : USD
Install Date : 4/28/03	Install Customer Name : RIVERWOOD INTERNATIONAL	
Standard Warranty Expiry Date : 4/28/04	Standard Warranty Hours : 2000	
Current Warranty Expiry Date : 4/28/06	Current Hours Used .. : 1000	
Option Description	Expiry Warranty Price	Date Hours
Previous Warranty Details		
60236 EXTENDED LTD PARTS & LBR WTY:36/5000	430.00	4/28/06 5000
New Warranty Details		
Warranty Admin Fee :	.00	
Warranty Cancel Fee :	50.00	
Total amount to be invoiced :	380.00-	
F3=Exit F14=Option F21=Comment		

Adding Comments to a Request OR Requesting an Option not displayed:

- To request a warranty option not displayed, OR to add comments to a requested option, Press the **F15** key (Shift/F3)

NOPRL373 DISPLAY	NOMS - US User QAC Environment Select Extended Warranty Option	QPADEV000C 8/29/03 AHJSTEEL 13:58:40
Mkt Grp : 011 HYSTER - NORTH AMERICA Bill-To : 253000 DEEP SOUTH EQUIP.-NEW C Price Bk: DOM NORTH AMERICAN PRICES Currency: USD UNITED STATES DOLLARS Series : <u>D187</u> Model : <u>S50XM</u> Option .		
Choice: 1=Select		
? Option	Description (short)	Gross Price
— 60124	EXTENDED LTD PARTS ONLY WTY: 24/4000	215.00
— 60136	EXTENDED LTD PARTS ONLY WTY: 36/5000	315.00
— 60148	EXTENDED LTD PARTS ONLY WTY: 48/6000	475.00
— 60158	EXTENDED LTD PARTS ONLY WTY: 60/8000	635.00
<u>1</u> 60160	EXTENDED LTD PARTS ONLY WTY: 60/10000	790.00
— 60224	EXTENDED LTD PARTS & LBR WTY:24/4000	300.00
— 60236	EXTENDED LTD PARTS & LBR WTY:36/5000	430.00
— 60248	EXTENDED LTD PARTS & LBR WTY:48/6000	665.00
— 60258	EXTENDED LTD PARTS & LBR WTY:60/8000	900.00
— 60260	EXTENDED LTD PARTS & LBR WTY:60/10000	1165.00
Bottom		
F3=Exit F15=Option Not Displayed		

This screen displays applied charges for the request. Press the **F21** key to Add comments for the special warranty option request.

NOPRA373 ADD	NOMS - US User QAC Environment Add Extended Warranty Request	QPADEV0004 9/02/03 AHJSTEEL 8:24:45
Mkt Grp : 011 Bill-To : 253000 DEEP SOUTH EQUIP.-NEW ORL Serial# : E142H02650A Ship Date : 1/28/03 Order# : 299662 Series : E142 Model : T5XT Currency : USD Install Date : 1/31/03 Install Customer Name : CARRIER CORPORATION Standard Warranty Expiry Date : 1/31/04 Standard Warranty Hours : 2000 Current Warranty Expiry Date : 1/31/05 Current Hours Used ... : 0		
Expiry Warranty		
Option Description	Price	Date Hours
Previous Warranty Details		
60224 EXTENDED LTD PARTS & LBR WTY:24/4000	285.00	1/31/05 4000
New Warranty Details		
Warranty Admin Fee :	15.00	
Warranty Cancel Fee :	.00	
Total amount to be invoiced :	270.00-	
F3=Exit F14=Option F21=Comment F22=Confirm		

Enter desired option information and press the **ENTER** Key,
Press the F3 key to return to the invoice detail screen. A 'Record Added' message should display in the lower left corner of the screen.

NOPRE373
CHANGE

NOMS - US User QAC Environment
Edit Extended Warranty Request Comment

QPADEV0004 9/02/03
AHJSTEEL 8:28:07

Mkt Grp : 011 Request : 000048 Bill-To : 253000 DEEP SOUTH EQUIP.-NEW ORL
Serial Number : E142H02650A Ship Date : 1/28/03 Installation Date : 1/31/03
Order : 299662 Series : E142 Model . . : T5XT

Type options, press Enter.
4=Delete

? Comment
Would like to order special options for extended warranty on this
unit. Need 24/6000 option .

F3=Exit

Bottom

NOPRA373
CHANGE

NOMS - US User QAC Environment
Add Extended Warranty Request

QPADEV0004 9/02/03
AHJSTEEL 8:32:16

Mkt Grp : 011 Request : 000048 Bill-To : 253000 DEEP SOUTH EQUIP.-NEW ORL
Serial# : E142H02650A Ship Date : 1/28/03
Order# : 299662 Series : E142 Model : T5XT Currency : USD
Install Date : 1/31/03 Install Customer Name : CARRIER CORPORATION
Standard Warranty Expiry Date : 1/31/04 Standard Warranty Hours : 2000
Current Warranty Expiry Date : 1/31/05 Current Hours Used . . : 0

Expiry Warranty

Option Description	Price	Date	Hours
Previous Warranty Details			
60224 EXTENDED LTD PARTS & LBR WTY:24/4000	285.00	1/31/05	4000
New Warranty Details			
Warranty Admin Fee :	15.00		
Warranty Cancel Fee :	.00		
Total amount to be invoiced :	270.00-		

F3=Exit F14=Option F21=Comment

Record added.

- A Confirmation Prompt will display when you press the **Enter** key.
Or the **F3** Exit from this screen.
- To **Confirm** your extended warranty Request information
Enter a 'Y' in the Confirm field and pres the enter key.
- To **Cancel** or **Change** Your information,
Enter an 'N' in the Confirm field and press the **Enter** key.

Extended Warranty Request – Confirmation
Mkt Grp : 011 Request : 000048 Bill-To : 253000

A request has been created to change Extended Warranty terms.

This request cannot be automatically approved.
Please contact your sales coordinator for approval.
NMHG makes no commitment of coverage at this time.

Confirm (Y/N) . Y

*Note – Once a change or addition has been made, this record 'cannot' be accessed again until the following day.

Extended Warranty Request Inquiry

Enter an 'A' to inquire on approved requests or a 'U' to inquire on requests awaiting approval.

NOPRO335	NOMS - US User QAC Environment	QPADEV0004 9/02/03
ENTER	Extended Warranty Request	AHJSTEEL 9:08:10

Marketing Grp 011
Bill-to Code 253000
Approved/Unapproved Request U

Type required data and press <Enter>.

F3=Exit

Enter a '2' in the Selection field to display Option details.

NOPRL335	NOMS - US User QAC Environment	QPADEV0004 9/02/03
DISPLAY	Extended Warranty Request	AHJSTEEL 9:09:28
Unapproved		
Marketing Grp 011		
Bill-to . : 253000		
Serial Number	(+)	
Choices 2=Display		
Sel	Serial Number	Model
	Date	Request Requester
	User ID	
___	E142H02650A	T5XT 9/02/03 AHJSTEEL

Bottom

F3=Exit F21=Toggle Approved/Unapproved

*Note – You can toggle to other inquiry types by pressing the F21 Key (Shift/F9)

NOPRI337	NOMS - US User QAC Environment	QPADEV0004 9/02/03
DISPLAY	Extended Warranty Request	AHJSTEEL 9:10:22

Mkt Grp 011 Request# 000048 Bill-To 253000 DEEP SOUTH EQUIP.-NEW ORL
Serial# E142H02650A Ship Date 1/28/03
Order# 299662 Series E142 Model T5XT Currency USD
Install Date 1/31/03 Install Customer Name CARRIER CORPORATION
Standard Warranty Expiry Date 1/31/04 Standard Warranty Hours : 2000
Current Warranty Expiry Date 1/31/05

Option Description	Price	Expiry	Warranty
Code	Date	Hours	
Previous Warranty Details			
60224 EXTENDED LTD PARTS & LBR WTY:24/4000	285.00	1/31/05	4000
New Warranty Details			
	.00	0	

Warranty Admin Fee : 15.00
Warranty Cancel Fee : .00

Total amount to be invoiced : 270.00- Invoice Number

F3=Exit F21=Comments

Press the F21 key to display any Comments added to the order.