



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.
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NACCO Materials Handling Group, Inc. is proud to announce a greatly improved online dealer portal that will enhance communication with and support of each dealer's operations. Our new portal is named - ***MaterialsHandlingCentral.com***.

MaterialsHandlingCentral.com is designed to be a dealer's main source for sales, service and warranty support. The new portal will allow for personalization of the home page as well as easy access to other systems through a single sign on process. Users will find that content has been grouped into logical areas to reduce the time required to locate materials. Dealer coordinators will also find that site administration is greatly enhanced.

Our existing dealer portal will be shut down by Q3 2011 once all dealers have been trained. We encourage each dealer to make accessing the new website a standard daily practice as all new announcements and program communications will flow through the "Front Page News" section of each user's home page. No longer will mass-emails or e-newsletters be used to communicate information.

To get started there are a couple of ways users can locate resources:

1. Select the desired "Center". There are three Centers which are defined as the Truck Sales Center, the Parts & Aftermarket Center, and the Service & Warranty Center. Use the dynamic menu in each center to locate resources.
2. Locate the "Search" function in the top right of the interface and type in the desired content name and click on the Go button. Keywords tags have been added to each piece of content in the backend of the system which will facilitate making the search function a usable tool and reduce time to locate material.

The new site will begin rolling out on June 6th to smallest dealers first and working through increasing size and complexity until completion in late August. Groups of dealers will be contacted as their teams are ready to roll out. Detailed training will be available both via live and online methods. During the initial rollout phase users will be able to submit questions via a quick contact form easily located in the menu under Contact Us.

To reiterate, this new site will become NMHG's main method of communicating with the dealer network. We commit to keeping the site up to date with the latest functionality and content relevant to each operational function. Please check into MaterialsHandlingCentral.com on a daily basis to remain current on all events and communications.

I want to thank all dealers who have participated in developing the portal's layout and functionality over the past year. This insight has provided us the confidence that the new dealer portal will be a successful tool for many years to come.

Regards,

Jonathan Dawley
Vice President, Marketing





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MaterialsHandlingCentral.com

- 3 Centers
 - Truck Sales
 - Parts & Aftermarket
 - Service & Warranty
- Easy Navigation
- Front Page News
- Quick Links
- Custom My Links
- Advanced Search
- Events Calendar
- Easy Launch Application Icons

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