



Self-Directed
Online Training

Understanding Aftermarket Internet Capabilities



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UNDERSTANDING AFTERMARKET INTERNET CAPABILITIES

Objectives

There are many tools and resources available to Hyster Aftermarket professionals on the Internet. The purpose of this module is to acquaint you with those tools and resources.

The two websites that we will focus on in this module will be HysterUSA.com and HysterAftermarketTraining.com.

DEALER SECURED AREA OF HYSTERUSA.COM

One of the Aftermarket Internet resources that are available to you is the dealer secured area of HysterUSA.com. This area contains the latest announcements, documents and information that are important to dealers with regards to Hyster Company. For the purposes of this module, we will focus on the Aftermarket resources.

To access the dealer secured area of HysterUSA.com, browse to www.HysterUSA.com, and click on the **Dealer Logon** link at the bottom left of the page, and that is displayed in Figure 1A below.

Figure 1A



Once you have clicked the Dealer Logon link, you will see a Digital Dealer logon page (Figure 2A). To logon to the dealer secured area, enter your User name and Password then click on Login. If you do not have a logon user name and password for this area, contact your dealership's security administrator.

Figure 2A

Once you have logged on to the dealer secured area, a page similar to the one in Figure 4A will load. It contains a menu on the left side of the page with links to various Internet resources. When you hover over one of these links, a submenu of items pertaining to that link topic will expand from the original menu. The menus may continue to expand several levels depending on which link you select.

Figure 4A



For purposes of this Self-Directed Online Training module, we will only focus on some of these resources.

Parts Pricing Investigation Resources

There are 2 parts pricing resources available in the dealer secured area of HysterUSA.com. One is the Parts Price Investigation Request. If you have a question about the price of a part, you can use this form to submit a request for an investigation into the price of the part. To access this form hover over the following expanding menu selections: ***Aftermarket... Parts Pricing... Parts Investigation Form***. See figure 4B for an example of the menu expansion.

Figure 4B

The screenshot displays the Hyster Digital Dealer website. At the top left is the Hyster logo. To the right are navigation links: ABOUT, PRODUCTS, DEALERS, AFTERMARKET, and CONTACT, each with a small image of a forklift. Below these are links for Home, Top 10 Reasons, Merchandise, and Catalog. The main heading is "DIGITAL DEALER". Below this is a sub-heading "HYSTER DIGITAL DEALER" and a welcome message: "Welcome back! We hope you enjoy the new and improved Digital Dealer. Move your mouse over the links on the left to view your options." On the left side, there is a vertical navigation menu with categories: Truck Sales, Rental, Aftermarket, Service, Fleet Management, Marketing, Dealer Systems, Training, Contacts, and Log Off. A secondary menu is open, listing various services and tools. The "Parts Pricing" and "Parts Investigation Form" options are highlighted in yellow. At the bottom, there is a footer with a list of links: About, Products, Dealers, Aftermarket, Contact, Home, Top 10 Reasons, Hotel Capital, Fleet Services, National Accounts, Merchandise Catalog, Terms of Use, and Privacy Policy. The copyright notice is "Copyright © 2003 Hyster Company". The Hyster logo and the slogan "TAKE IT TO EXTREMES" are in the bottom right corner.

HYSTER®

ABOUT PRODUCTS DEALERS AFTERMARKET CONTACT

Home Top 10 Reasons Merchandise Catalog

DIGITAL DEALER

HYSTER DIGITAL DEALER

Welcome back! We hope you enjoy the new and improved Digital Dealer. Move your mouse over the links on the left to view your options.

- Truck Sales
- Rental
- Aftermarket
 - HyPass Online
- Service
 - IR/MN
- Fleet Management
 - OASJS
- Marketing
 - Parts Programs
- Dealer Systems
 - Parts Promotions
- Training
 - Parts Pricing
 - Parts Price Lists
- Contacts
 - Aftermarket Tools
 - Parts Competitive Info
- Log Off
 - Service Marketing
 - Pricing Inquiry Form
- Parts Publications
 - Parts Investigation Form
- Aftermarket Training
 - LAM Dealer Download
- Distance Learning
- Special Events

[About](#) / [Products](#) / [Dealers](#) / [Aftermarket](#) / [Contact](#) / [Home](#) / [Top 10 Reasons](#) / [Hotel Capital](#) / [Fleet Services](#) / [National Accounts](#) / [Merchandise Catalog](#) / [Terms of Use](#) / [Privacy Policy](#)

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TAKE IT TO EXTREMES

See figure 5A for a Parts Price Investigation form example.

Figure 5A

The screenshot displays the Hyster Digital Dealer website interface. At the top left is the Hyster logo. To the right, there are navigation links: ABOUT, PRODUCTS, DEALERS, AFTERMARKET, and CONTACT, each accompanied by a small image of a Hyster forklift. Below these are additional links: Home, Top 10 Reasons, Merchandise, and Catalog. On the left side, there is a vertical navigation menu with the following items: Truck Sales, Rental, Aftermarket, Service, Fleet Management, Marketing, Dealer Systems, Training, Contacts, and Log Off. The main content area is titled "Parts Price Investigation Request Form". Below the title, there is a paragraph of instructions: "Fill out the form below as completely as possible then click the Submit button to send us your Parts Pricing Investigation Request. * Indicates required field." A note follows: "*Note: You can not use non conforming characters in any of the fields such as * or '." The form fields are: *Dealership Name: [text input], *Dealer Code: [text input], *Date: [text input], Address 1: [text input], Address 2: [text input], *City: [text input], *State: [text input], Zip: [text input], *Phone: [text input], *Fax: [text input], and Post Number: [text input].

The second form is the Parts Pricing Inquiry Form that can be used to request the price of a part, or parts. To access this form hover over the following expanding menu selections: **Aftermarket... Parts Pricing... Pricing Inquiry Form**. See Figure 6A for an example of this form.

Figure 6A

The screenshot shows the Hyster Digital Dealer website. At the top left is the Hyster logo. To the right are navigation links: ABOUT, PRODUCTS, DEALERS, AFTERMARKET, and CONTACT, each with a small image. Below these are links for Home, Top 10 Reasons, Merchandise, and Catalog. On the left side, there is a vertical menu with the following items: Truck Sales, Rental, Aftermarket, Service, Fleet Management, Marketing, Dealer Systems, Training, Contacts, and Log Off. The main content area is titled 'Parts Pricing Inquiry Form'. It contains the following text: 'You can inquire on 6 parts with this form. Should you need to inquire on additional parts, please submit another request.' and 'Fill out the form below as completely as possible then click the Submit button to send us your Parts Pricing Inquiry form. * indicates required field.' A note in red text states: '*Note: You can not use non conforming characters in any of these fields such as * or !'. The form fields are: *Dealership Name: [text box], *Dealer Code: [text box], *Date: [text box], *Phone: [text box], *Fac: [text box], *Sender's Name: [text box]. Below the fields, it says 'You must include SIO Package Number & Mast Number for SPED part numbers only.' and 'Inquiry #1' followed by a horizontal line and a *Part Number: [text box].

HyPass Online

HyPass Online is an Aftermarket Information Database accessed through the HysterUSA dealer secured area to provide the authorized user with up-to-date parts and service information.

To access HyPass Online hover over the following expanding menu selections: **Aftermarket... HyPass Online**. You will automatically be logged on to the HyPass Online system. See Figure 6B.

Figure 6B




HYPASS was developed to distribute technical reference data for part number identification and service instructions.

In the years since the introduction of HYPASS, the Hyster product line has expanded significantly. In 1999 a world-wide task team of 50+ people was appointed to establish what would be required to meet the market needs with respect to parts and service information in the new millennium. The conclusion of this team was that the batch processing of data and the time it takes to produce and distribute the CDs makes it almost impossible to meet the objective of up-to-date parts and service information for dealers. The only viable, long-term solution is electronic access to a real time technical database for our dealers. In October 2000 this team was given the charter to implement this recommendation and it started immediately to work on the development of "HyPass Online".

The pages in the website contain all of the latest information available regarding HyPass Online.

- Real-time access to the most current parts and service information on the Internet.
- Technical Reference Data that represents the truck as built and subsequently modified.

Once you sign on to HyPass Online there are a variety of Online Help topics and FAQs (Frequently Asked Questions) that are available. You can consult this information at any time by clicking the Online Help button on the left of the screen.

The HyPass Online Feedback System allows you to report problems with parts, service, or support data, or the HyPass Online system itself. You can click the data error icon () to report errors or omissions with a specific item. Once a data error or omission report is opened, you can track its progress through the system until the problem is resolved.

HyPass Online Hardware Requirements

Recommended hardware requirements: the computer must be connected to the Internet to access the system; minimum connection speed is 28.8 bps, the recommended connection speed is 56.0 bps.

HyPass Online Software Requirements

Recommended software requirements: Microsoft Internet Explorer 4.0 or above, or Netscape Navigator/Communicator 4 or above, or a browser with support for HTML 4.01 and CSS Level 1 specifications.

HyPass Online Questions and Answers

Q. What is HyPass Online?

A. HyPass Online is an Aftermarket Information Database accessed through the Internet to provide the authorized user with up-to-date parts and service information.

Q. Who should have access to HyPass Online?

A. Individuals currently utilizing HyPass in the Hyster parts and service organization will benefit from the use of HyPass Online.

Q. Will HyPass content be available in forms other than the online version?

A. Paper copies and CD-ROM version of selected series or specific trucks will be available for purchase. However, these variations will not have the real-time advantage of HyPass Online. Additional information on this topic will be forthcoming.

Q. Will I be able to print-out what I view online?

A. With HyPass Online, the user will have the capability to print the web pages that they view. Small sections or entire pages can be printed at the user's local printer, depending upon their needs.

Q. How do I obtain access to the Dealer Secured section of the hysterus.com website for other members of my organization?

A. We are finalizing the process that will ensure that select individuals from each dealership have been assigned passwords to access this section of the website. It will be up to the management of the dealership to identify those to whom they grant access.

Q. How can I submit a question about HyPass Online?

A. If you have questions about HyPass Online, other than what is detailed within the pages of this website, please e-mail us at trd.support@oneil.com.

HYSTER Parts & Service Literature Website

The link to the Hyster Parts & Service Literature Website will take you to an area where you can order various Hyster Publications. To access this area hover over the following expanding menu selections: **Aftermarket... Parts Publications...Parts Service Literature**. This will take you to the Literature Website (Figure 8A).

Figure 8A



Click on the Parts & Service Publication link in the left menu bar. A truck listing will load (Figure 9a). From here you will select a type of truck.

Figure 9A

The screenshot shows the Hyster Digital Dealer website. At the top left is the Hyster logo. To the right are navigation links: ABOUT, PRODUCTS, DEALERS, AFTERMARKET, and CONTACT, each with a small image of a truck. Below these are links for Home, Top 10 Reasons, and Merchandise Catalog. A black navigation bar contains Home, Search, Shopping Cart, and Check Out. On the left is a vertical sidebar with links for Parts & Service Publications, Operator Training, UMISOURCE Reference & Promotional, Sales Training, Technical Training, Service Marketing, and UMISOURCE Manufacturers Directories. Below the sidebar is a search section with the text 'SEARCH' and 'Enter the approximate part number you are searching for and press Search', followed by a text input field and a Search button. The main content area is titled 'Industrial Truck Parts and Service Publications' with a red instruction: 'Click the picture or text to access that classes manuals'. It features five images of trucks labeled Class I (Electric Rider Trucks), Class II (Narrow Aisle Trucks), Class III (Motorized Hand Trucks), Class IV (Cushion Tire Trucks), and Class V (Pneumatic Tire Trucks). Below the images are links for Software, Miscellaneous Manuals, Other Materials and Supplies (with subtext '(Service Blades, Microfilm)'), and Warranty and Part Return. A link for 'Parts and Service Manuals on CD and DVD' is also present.

In this example below we will select Class II, Narrow Aisle Trucks. You will be taken to page that requests for you to select a vehicle type (Figure 10A).

Figure 10A



Make a selection from the drop down list. In the example below, we will select N25XMDR3 (Figure 11A).

Figure 11A



A page will load that contains all of the parts & service publications for that particular truck. To order, place a check in the box beside each item that you

would like to purchase, add those items to your shopping basket, and proceed to check out. See Figure 11B.

Figure 11B

HYSTER
DIGITAL DEALER

ABOUT PRODUCTS DEALERS AFTERMARKET CONTACT
[Home](#) [Top 10 Reasons](#) [Merchandise Catalog](#)

September 12 11:05 [Home](#) [Search](#) [Shopping Cart](#) [Check Out](#)

Parts & Service Publications
 Operator Training
 UNISOURCE Reference & Promotional
 Sales Training
 Technical Training
 Service Marketing
 UNISOURCE Manufactures Brochures

SEARCH
 Enter the approximate part number you are searching for and press Search

Search Results for N30XMDR3, N45XMR3, N50XMA3, N25XMDR3, N30XMR3, N40XMR3

Manual Types:
 OM = Operating SM = Complete Service Manual-Sectionalized manuals contain one of each applicable SRM section.
 PM = Parts SRM=Service Reference Manual

Step# 1 Please use the check boxes to select the manuals you would like to order
 Step# 2 Then press the Add Items to Basket Button below

Item Number	Price	Manual Type	Media Type	Item Description
<input type="checkbox"/> 1487036	\$ 10.00	OM		N30XMDR3, N45XMR3, N50XMA3, N25XMDR3, N30XMR3, N40XMR3
<input type="checkbox"/> 1487038	\$ 65.00	PM		N25XMDR3, N30XMR3, N40XMR3, N50XMA3
<input type="checkbox"/> 1496168	\$ 100.00	SM		N30XMDR3, N45XMR3, N50XMA3, N25XMDR3, N30XMR3, N40XMR3
<input type="checkbox"/> 1487040	\$ 5.00	SRM 980		DIAGRAMS
<input type="checkbox"/> 1487042	\$ 5.00	SRM 970		PERIODIC MAINTENANCE
<input type="checkbox"/> 1503619	\$ 5.00	SRM 971		REACH CARRIAGES
<input type="checkbox"/> 1503622	\$ 5.00	SRM 972		CAPACITIES and SPECIFICATIONS
<input type="checkbox"/> 1503623	\$ 5.00	SRM 973		HYDRAULIC SYSTEM

Online Nameplate Request Form

Hyster dealers now have the ability to request Aftermarket and field replacement nameplates via the HysterUSA dealer secured area. To access the request form hover over the following expanding menu selections: **Aftermarket...**

Aftermarket Tools... Nameplate Request. The following form will load (Figure 13A).

Figure 13A

The image shows a web-based form titled "Dealer Nameplate Request Form". At the top, there are two input fields: "Dealer Registration No." and "Dealer Name". Below these are two main sections: "Shipping Info" and "Truck Info".

Shipping Info: This section contains several input fields for "Address", "City", "State", "Zip", "Customer Name", "Order Contact", "Phone", and "Email". There is also a checkbox labeled "For Expedited Processing".

Truck Info: This section includes input fields for "Model Number", "Serial Number", and "Sales Order Number". Below these is a section titled "Reasons For This Request" with a list of options, each accompanied by a checkbox:

- Full Attachment
- Low Clearance
- Wide Tire Spacing
- Manufacturer Spec
- Misc (e.g. use on all terrain)
- All Purpose/Construction
- Heavy Duty Construction
- Other Use
- Other Comment

This form will enable you to submit a request for a nameplate for a Hyster lift truck.

Driving Force

Driving Force is a publication dedicated to the hard working individuals that make the publication possible... Hyster Dealers. It contains success stories and helpful information. To access Driving Force hover over the following expanding menu selections: **Marketing... Communications... Driving Force Newsletter.**

When the page loads you will be able to view the latest edition (Figure 14A).

Figure 14A



Distance Learning

Hyster's Distance Learning area contains links to register for upcoming Distance Learning web casts as well as recordings of previous Distance Learning web casts. To access this area hover over the following expanding menu selections: **Training... Distance Learning.** The page in Figure 17A will load. (Web casts procedures will be covered more in depth in the Hyster Aftermarket Training section of this document).

Figure 17A

Web Cast Schedule & Recordings	Hyster Company
Connection Instructions	Web Cast Schedule & Recordings
Administrator Login	This listing contains both recorded and upcoming web cast viewing and registration information. Web casts are sorted from most recent to oldest.



Web Cast ID: 48
Title: **Hyster HY-Rater (Truck Rating Software) Training**
Date & Time: **Wednesday, 10/22/2003, 11:00 AM, EST**
Division: **Application Engineering**

Presenter: Rick Bizz & Ken Yeakum, Application Engineering
Cost: \$1 per minute, per connection
Length: 70-90 minutes

Description of Web Cast: Hyster is pleased to announce the availability of a software program that will allow sales personnel to accurately estimate the capacity of a truck without leaving the customer's side, even when the customer asks for capacity estimates of several different equipment configurations. This software is being offered to all dealer personnel who attend the HY-Rater web cast. This distance learning session will prepare your Sales, Service and Rental team to operate the HY-Rater software. There will be a \$1 per minute, per connection charge.

Link to Register, Join or View Recording: <http://208.210.208/HY-Rater/Registration.htm>

Web Cast Administrator Contact Email: Application_Engineering

Web Cast ID: 58
Title: **RECORDING - A Battery Of Battery Tips! Be A Solution Provider To Your Customers**
Date & Time: **Thursday, 7/24/2003, 11:00 AM FT**

HYSTER AFTERMARKET TRAINING

Another Internet resource that is available for dealers is the Hyster Aftermarket Training website. Located at the following unsecured URL, www.HysterAftermarketTraining.com, it contains many resources for dealers with regards to the Aftermarket. It can also be accessed via a link on the Hyster dealer secured area main page. Since it is unsecured, it can be accessed without a username and password by going directed to the URL. However, this resource is intended specifically for Hyster dealers, and **is not intended for customer use.**

From the home page, you can access several areas of the website. The 4 main areas of the website are the Schools area, the Distance Learning area, the Web Casts area, and the Operator Training area. See Figure 18A.

Figure 18A

HYSTER

Home Distance Learning Web Casts Operator Training

AFTERMARKET TRAINING

Schools
Toolbox
Distance Learning
Web Casts
Operator Training
Online Training
Receive Email
Feedback Form

Self-Directed
Online Training

Energy Online Challenge

Digital Dealer

Welcome To Hyster Aftermarket Training

CHECK OUT OUR LATEST CLASSROOM OFFERINGS BELOW...

**OCTOBER'S
AFTERMARKET SALES &
PRODUCT SCHOOL**
[Learn More](#) or [Register](#)

**TRAIN THE TRAINER FOR
OPERATOR TRAINING
PROFESSIONALS**
[Learn More](#) or [Register](#)

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER
TAKE IT TO EXTREMES

Schools & Seminars

To access Aftermarket schools and seminars information and resources, click on the Schools link in left menu bar of the page. See Figure 19A.

Figure 19A



From here you can access school descriptions, online registration forms, travel information submission forms, maps to school locations, and previous school pictures and summaries.

Toolbox

The Toolbox page (Figure 20A) contains links to various tools that can be utilized by the Aftermarket to help sell related parts and direct ship products (Figure 21A).

Figure 20A

HYSTER

Home | Distance Learning | Web Casts | Operator Training

AFTERMARKET TRAINING

Schools | Toolbox | Distance Learning | Web Casts | Operator Training | Online Training | Receive Email | Feedback Form

Training Toolbox

[Related Parts Selling Tools](#)

[Symptoms & Solutions Guide](#)

Viewing, printing or downloading some of the resources from this web site requires Adobe Acrobat Reader. If you do not have the software installed on your PC, you can download it by visiting the following link: [Download Adobe Acrobat Reader](#).

Self-Directed
Online Training

Online Challenge

Digital Dealer

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER

Related Parts Selling Tools

The Related Parts Selling Tools are designed to assist with pinpointing just what parts are needed to complete various repair jobs. If you select the Related Parts Selling Tools link, you will have 2 options to choose from: The Related Parts Selling Manual and The Interactive Related Parts Selling Database.

Related Parts Selling Manual

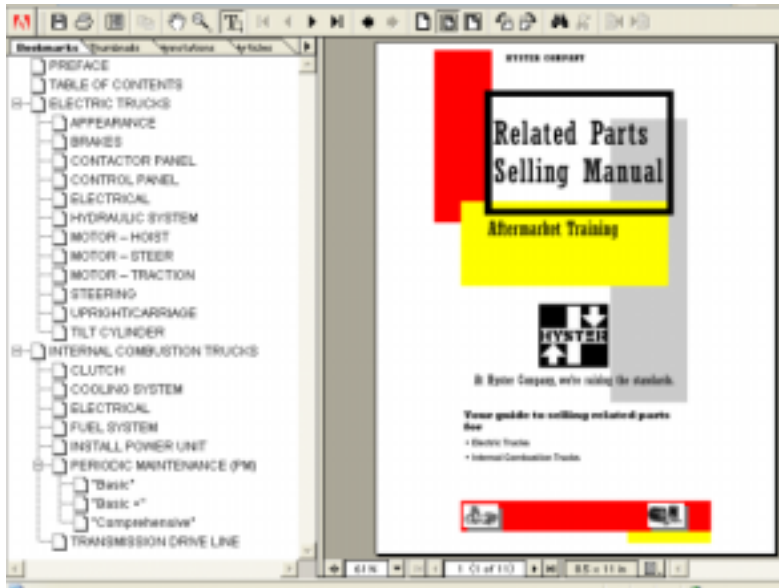
If you select the Related Parts Selling Manual, the following page will load (Figure 20B).

Figure 20B

The screenshot shows the Hyster Aftermarket Training website. At the top, the Hyster logo is on the left, and navigation links for Home, Distance Learning, Web Casts, and Operator Training are on the right. Below the logo is the heading "AFTERMARKET TRAINING". A vertical sidebar on the left contains links for Schools, Toolbox, Distance Learning, Web Casts, Operator Training, Online Training, Receive Email, Feedback Form, Self-Directed Online Training, Online Challenge, and Digital Dealer. The main content area features the heading "Interactive Related Parts Selling Database | Related Parts Selling Manual" and "Related Parts Selling Manual". Below this is a paragraph explaining the manual's purpose: "So often a customer will overlook the need for a gasket, o-ring, thermostat, seal, brake fluid, copper washer, spring or complete repair kit. To assist with pin-pointing just what parts are needed to complete various repair jobs, use the Related Parts Selling Manual by displaying it in your parts department, making sure it is visible to your customers so your dealership can realize incremental sales from selling 'Related Parts'." To the left of the text is a thumbnail image of the manual's cover. To the right are two buttons: "Download Or View In Acrobat Reader" and "Download Compressed Zip File - 412 KB". At the bottom, there is a contact number "For questions about Aftermarket Training or Operator Training call 252-931-5707." and the Hyster logo on the right.

If you select to Download Or View In Acrobat Reader, the page shown in Figure 21A below will load. In the bookmarks listed on the left hand side of the page, click on a type of repair job to view all related parts.

Figure 21A



Interactive Related Parts Selling Database

If you select the Interactive Related Parts Selling Database, the database application will load that allows you to select a repair job from a drop down menu and press a button to view parts to recommend (Figure 21A-2).

Figure 21A-2



Aftermarket Product Symptoms And Solutions Guide

Another tool on the Toolbox page (Figure 20A) of the Hyster Aftermarket Training Website is the Aftermarket Product Symptoms & Solutions Guide (See Figure 21B). The Aftermarket Product Symptoms & Solutions Guide is an electronic handbook designed to be used by Aftermarket Sales Representatives and Inside Parts Sales Specialists in their efforts to match customer needs to identifiable product solutions

Figure 21B

HYSTER

Home Distance Learning Web Casts Operator Training

AFTERMARKET TRAINING

Related Parts Selling Tools | Symptoms & Solutions Guide

Aftermarket Product Symptoms & Solutions Guide

The Aftermarket Product Symptoms & Solutions Guide is an electronic handbook that is designed to be used by Aftermarket Sales Representatives and Inside Parts Sales Specialists in their efforts to match customer needs to identifiable product solutions. Users can access an online table of contents containing various Direct Ship Products and an alphabetical symptom/application listing which directs them to solutions for customer needs. In addition to viewing applicable product solutions, users will be directed to the Direct Ship Coordinator who is responsible for a particular product.

[View The Guide Online](#)

[Download Or View In Acrobat Reader](#)

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER

Users can either view the guide online or view it in Acrobat Reader format. Once a user has selected how they want to view the guide, they can access an online table of contents containing various Direct Ship Products and an alphabetical symptom/application listing which directs them to solutions for customer needs. In addition to viewing applicable product solutions, users will be directed to use the Extra Value Catalog, and/or the Direct Ship Coordinator who is responsible for a particular product.

Figure 21C

CASCADE KENHAR FORKS

SYMPTOMS / APPLICATIONS

- Bent or Broken Forks
- Worn Fork Heels
- Uneven Fork Tips
- Special Blade Size Requirements



SOLUTIONS

- Precision Forged
- Best Warranty Coverage in the Industry
- Full Line of Standard and Specialty-Sized Forks
- Magnetic Particle Inspected

For additional product information contact this product's Direct Ship Program Coordinator, [Luanne Gaston by email](#) or by phone at 252-931-5810.

- [Table Of Contents](#)
- [Symptoms, Applications, and Solutions Listing](#)

Receive Email

To remain informed about the latest offerings from Aftermarket Training, you can sign up to be included in our Aftermarket Training distribution list. To do so, go to the Receive Email link of the Hyster Aftermarket Training web site. See Figure 37A.

Figure 37A

The screenshot shows the Hyster Aftermarket Training website. At the top left is the Hyster logo. To the right of the logo is a navigation bar with links for Home, Distance Learning, Web Casts, and Operator Training. Below the navigation bar is a large header area with the text "AFTERMARKET TRAINING". To the left of the main content is a vertical navigation menu with buttons for Schools, Toolbox, Distance Learning, Web Casts, Operator Training, Online Training, Receive Email, and Feedback Form. Below the menu are logos for "Self-Directed Online Training" and "Hyster Online Challenge", and a "Digital Dealer" button. The main content area features a sub-header with links: Schools | Toolbox | Distance Learning | Web Casts | Operator Training | Online Training | Receive Email | Feedback Form. Below this is a section titled "Join The Hyster Aftermarket Training Distribution List" with the text: "To join our email distribution list, or update your contact and interest information, enter your email address in the field below, then click on 'Go.'" Below the text is a form with the label "Join the Hyster Aftermarket Training mailing list", an "Email:" label, an input field, and a "Go" button. At the bottom left, there is a text line: "For questions about Aftermarket Training or Operator Training call 252-931-5707." At the bottom right is the Hyster logo.

Type your email address in the field provided and click on “Go”. A page similar to the one displayed in Figure 38A below will load on your PC.

Figure 38A

HYSTER

Mailing List Registration

Thank you for joining Hyster Company's Aftermarket support mailing list. We look forward to keeping you informed as we take the Aftermarket into the future.

Your Email Address: aajsmth@email.com

Choose your Aftermarket Interest Categories

Please select the areas of interest for which you would like to receive occasional email from Hyster Aftermarket.

- Aftermarket General Interest
- Battery Blast
- Self-Directed Online Training
- Aftermarket Schools and Seminars
- Aftermarket Distance Learning Web Casts
- Operator Training
- MatchPlay 2010 Online Challenge
- Flashpoints
- Tire Talk
- Service Marketing
- EnerSys Express
- Aftermarket Leader

Your Contact Information

Please provide your contact information here. Items marked with an * require a response for signup.

First Name*:

Last Name*:

Job Title*:

Company Name*:

Work Phone*:

City*:

State/Province (US/Canada)*:

The Aftermarket Distribution List has several Interest Categories. Check the Interest categories that you would like to receive occasional emails about. Then fill out your contact information and save your changes.

Distance Learning

The Distance Learning Area of the Hyster Aftermarket Training website includes links to web cast information, and to Self-Directed Online Training, which will be discussed later in this module. See Figure 39A.

Figure 39A

HYSTER

Home | Distance Learning | Web Casts | Operator Training

AFTERMARKET TRAINING

Schools | Toolbox | Distance Learning | Web Casts | Operator Training | Online Training | Receive Email | Feedback Form

Hyster Aftermarket Training Distance Learning

Our Distance Learning goal is to provide services that will deliver an economic, productive and real-time capability for dealers.

Self-Directed
Online Training

Online Challenge

Digital Dealer

Web Casts

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER

To access web cast information, click on the Web Casts link in the top border of the page or click on the Web Casts button in the menu on the left of the page.

The Web Cast page contains links to various types of Aftermarket web cast information. See Figure 40A

- Schedule & Recordings
- PIN Numbers (Required for connecting to the web cast teleconference to receive audio)
- Web Cast Feedback

Figure 40A

HYSTER

Home Distance Learning Web Casts Operator Training

AFTERMARKET TRAINING

Schools | Toolbox | Distance Learning | Web Casts | Operator Training | Online Training | Receive Email | Feedback Form

Aftermarket Web Casts

Web Casts are interactive web conferences where a presenter is heard live via a teleconference and a presentation is viewed simultaneously via the Internet.

Get connected—with our real-time interactive web conferences and meetings over the Internet. All you need is a web browser and a phone.

[Register For A Web Cast Or View Recordings](#)

Jump To A Page:

[Schedule & Recordings](#)

Hyster Aftermarket Training is utilizing web cast technology to get as much information as possible about Aftermarket Parts, Services and Sales Techniques to our dealerships. Be sure to take advantage of our [upcoming web casts](#), as well as our [archived recordings](#). To participate in a live web cast you will need a dealer teleconference [PIN number](#).

Self-Directed
Online Training

Online Challenge

Digital Dealer

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER

Registering For A Web Cast

The Web Cast Schedule & Recordings page contains links to register for upcoming web casts, and links to view recordings of previous web casts. To register for a web cast simply click on the Register For A Web Cast Or View Recording link on the Web Cast main page then select “View Upcoming Schedule”. That month’s calendar will load. (See Figure 40B). If there are any upcoming web casts scheduled, you will be able to click on the web cast link and follow the on screen prompts to register.

Figure 40B



Viewing A Web Cast Recording

To view a web cast recording simply click on the Register For A Archived Web Cast Recordings". A listing of previously recorded web casts will load. Click on the View Recording button for the web cast that you would like to view. Then the screen in Figure 43A will appear.

Figure 43A



You are given several selections to choose from. If the web cast incorporated an application demonstration, such as the web cast entitled Advanced Techniques For Using The SMH IRMN System, then the PlaceWare Replay option will be available. This option allows you to view any real time application demonstration that was recorded during the web cast, along with an static presentation slides and the audio that accompanies them.

The other 3 formats available to you allow you to view static presentation slides and hear the audio that went along with those slides, but does not support application demonstration. For web casts that do not incorporate an application demonstration, these 3 formats will be suitable for viewing the web cast. You should select the one that best suits your PC and Internet capabilities.

Self-Directed Online Training

This component of Distance Learning has it's own section in this module. [Click here to jump to that section.](#)

Operator Training

The last area of the Hyster Aftermarket Training website that we will cover is the Operator Training area. It can be accessed by clicking on the Operator Training link in the top border of the website. See Figure 45A.

Figure 45A

HYSTER®

Home | Distance Learning | Web Casts | Operator Training

AFTERMARKET TRAINING

Schools | Toolbox | Distance Learning | Web Casts | Operator Training | Online Training | Receive Email | Feedback Form

Operator Training

Our goal is to provide Hyster dealers comprehensive Operator Training programs that focus on the importance of a safe operating environment, utilize current technology, comply with OSHA regulations and are approved by the NMHG Law and Risk Management team. [View our strategy paper.](#)

Operator Training Videos

- [View samples of operator training kit videos](#)

Order Program Materials

- [Submit Your Order Online](#)
- [Fax Your Order In](#)

Flyers & Brochures

- [Flyer - A Well Trainer Operator...](#)
- [Flyer - Quiz, Is OT Right For You?](#)

Operator Training Program Information

- [Program Listing And Price List](#)
- [Detailed Program Descriptions](#)

For questions about Aftermarket Training or Operator Training call 252-931-5707.

HYSTER®

From the Operator Training main page you can access many resources. One of these resources is the “Programs Listing And Price List” page, which contains a listing of various program materials. See Figure 46A.

Figure 46A

HYSTER

Home Distance Learning Web Casts Operator Training

AFTERMARKET TRAINING

[Detailed Program Descriptions](#) | [Programs Price List](#)

Schools
Toolbox
Distance Learning
Web Casts
Operator Training
Online Training
Receive Email
Feedback Form

Self-Directed
Online Training

Online Challenge

Digital Dealer

ALL PRICES ARE SUBJECT TO CHANGE

ORDER NOW...

Operator Training Materials

*PLACE AN ORDER FOR 10 OR MORE STAND-ALONE VIDEOS AND RECEIVE A PRICE BREAK! \$275 PER TAPE!!

Basic Operator Training Program (BOT)
Available In English, Spanish and French Canadian

All Pricing Is Dealer Net

Complete Operator Training Kits (English)

871967	Productivity In Motion (CD Kit)	525.00 (Dealer Net)
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[Click here for additional description](#)
Includes: Binder, CD, Program Administration, 25 Operator's Manuals and Instructor's Guide

871997	Productivity In Motion (Video Kit)	425.00 (Dealer Net)
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[Click here for additional description](#)
Includes: Video, Instructor's Guide (includes answer key), BOT Questions, Operator's Manuals, Certificates, Authorization (Wallet-size card).

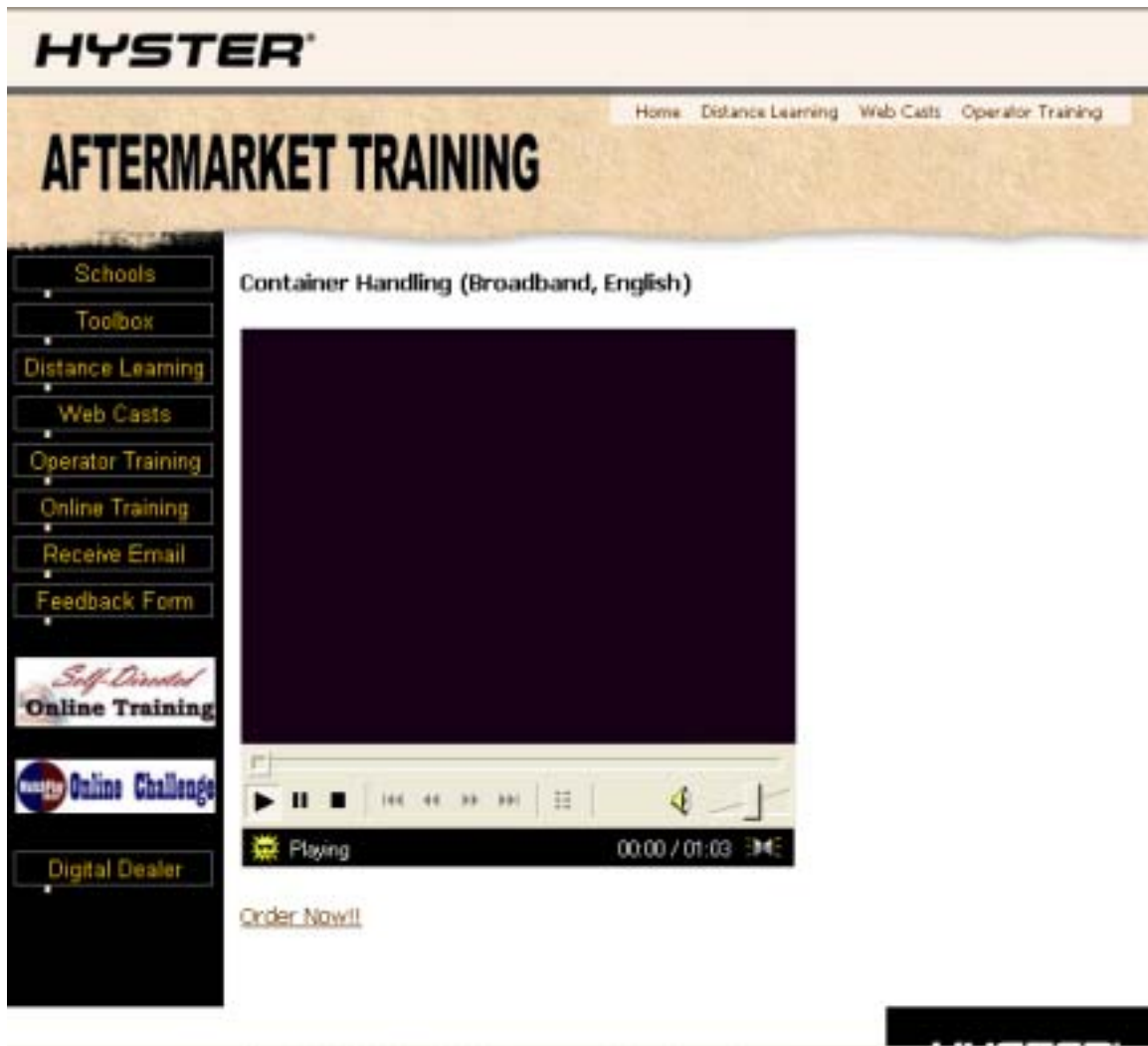
Program Materials

The Program Material page contains summaries of what is contained in the various programs, and links to detailed descriptions of those contents. It also contains a price listing.

Sample Operator Training Videos

You can also access sample videos from the Operator Training main page. These are excerpt from our Operation Training program kits. See Figure 46B.

Figure 46A



Self-Directed Online Training

One of the newest areas added to the Hyster Aftermarket Training website, and a component of Distance Learning, is Self-Directed Online Training. Self-Directed Online Training is an online certification program designed to aid Aftermarket Professionals in gaining knowledge of the Aftermarket and their job duties. The Self-Directed Online Training web site contains all of the resources you will need to complete this Aftermarket training and certification program. It can be accessed by clicking on the Self-Directed Online Training link that is located on almost any page of the Hyster Aftermarket Training web site. See Figure 24A.

Figure 24A



About The Program

On the Self-Directed Online Training web site, the **About The Program** page supplies you with information on the following:

- Different Levels of Certification
 - Currently, 2 levels are available.
- Passing Scores & Earning Certification
 - A passing score is 75%
 - Passing 3 modules earns Level 1 certification. After achieving Level 1 certification, passing 3 more modules earns Level 2 certification
- Module Subjects
 - Currently, there are 7:
 - Understanding The PDC Parts Order Types
 - Service Marketing Opportunities
 - How To Use The Interactive Parts Order & Inquiry System
 - Understanding Internet Capabilities
 - How To Use The EXCLAIM Parts Return System
 - Knowing The Parts Return Policies and Procedures
 - Operator Training – Dispelling Myths & Complying With OSHA Regulations
- How To Get Started?
 - To get started, go to the Study page and start studying.

E-Library

The **E-Library** page of the Self-Directed Online Training web site contains downloadable supplemental module support materials. Their purpose is to help

you better understand a particular Self-Directed Online Training module. Some of the support materials included on the E-Library page are:

- Service Marketing Opportunities Module
 - PM Drop User Manual (html)
 - Remanufactured Engines (PowerPoint)
 - Chain Inspection & Maintenance PowerPoint)
 - Fork Inspection & Maintenance (PowerPoint)
 - Periodic Maintenance For Service Techs (PowerPoint)
- Understanding The PDC Parts Order Types Module
 - Parts Order Types Chart (Adobe Acrobat)
- How To Use The Interactive Parts Order & Inquiry System Module
 - Server Access Request Form (Excel)
- Understanding Internet Capabilities Module
 - Hyster USA
 - Online Nameplate Request Instructions
 - HyPass Online User Manual
 - Hyster Aftermarket Training
- Operator Training - Dispelling Myths & Complying with OSHA Regulations
 - Electric Truck Daily Checklist (Excel)
 - Gas/LP/Diesel Truck Checklist (Excel)
 - Frequently Asked Questions About Powered Industrial Truck Operator Training (Word)
 - OSHA Regulations (Word)
 - Sample Powered Industrial Truck Operator Training Program Outline (Word)
 - Guide for Users of Industrial Lift Trucks - Order via the Literature Distribution Center
- How To Use The SMH IRMN Parts Order And Inquiry Web Portal
 - UNISOURCE IRMN Logon

Study

The **Study** page of the Self-Directed Online Training web site contains all the supporting documents that you will need to study for certification quizzes. From the Study page, you can view a description of a particular module (Figure 25A), or load the module documentation (Figure 26A) on your PC for viewing.

Figure 25A



Figure 26A



Take Quizzes & Review Results

Once you have studied a module's supporting documentation, you can move on to the Take Quizzes area (Figure 27A). To begin taking Quizzes, you will need to register yourself and log on to the Quizzes and Surveys area of the Self-Directed Online Training classroom. Registration involves filling out a very brief form. You will be able to log on immediately after you have registered. Once you are logged on, you will be able to take Quizzes and review your results.

Figure 27A



Logon to the Quizzes & Surveys area to begin taking a quiz. See Figure 28A below.

Figure 28A



If you are not already a registered user, click on Please Register and fill out the User Registration form in Figure 29A below.

Note:* For the Suburb field, fill in your address city.

Figure 29A



Once logged on to the Quizzes and Surveys area, you will be able to click on a Quiz and answer its questions. In the example below in Figure 30A, the Service

Marketing Quiz is being selected. Figure 31A shows what the first Quiz question looks like.

Figure 30A

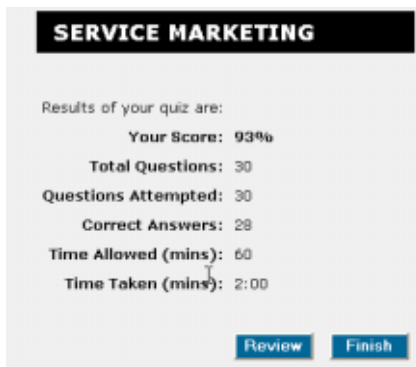


Figure 31A



At the end of a Quiz, the Quiz results are shown, and you can review your answers to determine which questions you answered incorrectly by clicking on the Review button. See Figure 32A.

Figure 32A



Once you click on the Review button, all Quiz questions will be listed. The questions that you answered incorrectly will be marked with a red “x”. See Figure 33A.

Figure 33A



To view how you answered that question, and what the correct answer is, click on the question text, and the results for that question will be displayed, as in Figure 34A below.

Figure 34A



The correct answer will be indicated with a check mark. The incorrect answer, which you supplied, will be indicated with a red “x”.

You can also access your results from the Quizzes & Surveys area main menu, show in Figure 35A below.

Figure 35A



To retake a quiz, simply click go back to the Quizzes & Surveys area, and select the Quiz name to begin. You can retake a quiz as many times as necessary to pass. However, you cannot go back to specific questions and answer only the questions you got wrong. You must take the entire quiz over again.

Note: If you cancel a quiz, all remaining questions on that quiz will be scored as incorrect, and you will have to re-take the entire quiz to answer those questions. You are allotted 60 minutes to take a quiz. This is not an indicator that it will take you 60 minutes to complete a quiz. It is simply a standard time limitation that is set on all quizzes. Most quizzes will take between 5 and 30 minutes to complete.*

All students that achieve certification level will receive a framed certificate that will be formally presented by their supervisor. See Figure 36A. Also, their names will appear on the Who's Certified page of the Self-Directed Online Training website, and will be kept on record in the Aftermarket Training department.

Figure 36A



Summary

These are all of the resources that we have chosen to cover in this edition of this Self-Directed Online Training module. Feel free to print this module's study documentation and keep it handy for use in your day-to-day operations.

If you have any questions regarding this module, or any of the other Self-Directed Online Training modules, feel free to contact the Self-Directed Online Training Administrator, Kim Lynch by email at aaklynch@nmhg.com or by phone at 252-931-5781.