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Hyster Company
P.O. Box 7006
Greenville, NC 27835-7006

Hyster Company
1400 Sullivan Drive
Greenville, NC 27834-9007

Key Hyster / NMHG Management Staff

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Don Chance President NMHG Sales			
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David LaDue VP – NMHG National Accounts	252-561-7087 252-931-5560	252-864-0470	david.ladue@nmhg.com
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Ronda Burgess Administrative Assistant	252-931-5636 252-931-5560	N/A	ronda.burgess@nmhg.com

Hyster Sales Department

Key Contacts	<u>Telephone/Fax</u>	<u>Cell</u>	<u>E-Mail</u>
Don Chance President NMHG Sales			
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Van Clarkson Director – Hyster Sales Eastern Region	252-931-5693 252-931-5682	252-412-8128	van.clarkson@hyster.com
Herman Klaus Director – Hyster Big Truck Operations	252-931-5698 252-931-5682	252-864-4187	herman.klaus@hyster.com
Open Manager, Hyster Dealer Sales & Process Improvement	252-931-5691 252-931-5682	252-347-5748	
Niki Ange Administrative Assistant	252-931-5589		ronda.burgess@nmhg.com

Dealer Business Development

Responsible for:

- Continuous improvement and continuity of the Hyster dealer organization
- Focus efforts on Hyster unit and aftermarket for dealer needing improvement
- Provide financial and operations consulting to Hyster dealers

Key Contacts	Telephone	<u>E-Mail</u>
Bob Sattler VP- Dealer Development	Office 252-561-7102	bob.sattler@nmhg.com
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Walter Nowicki Director Dealer Business Development (Ops)	Office 252-931-5534	walt.nowicki@nmhg.com
Billy Cowart Dealer Business Development Manager (Finance/Sales)	Office 601-304-0112	billy.cowart@nmhg.com
Rick Evans Dealer Business Development Manager (Finance/Sales)	Office 252-931-5538	rick.evans@nmhg.com
Mike Leach Dealer Business Development Manager	Office 252-931-5540	mike.leach@nmhg.com
Juliana Finnegan Dealer Business Development Administrator	Office 252-931-5545	juliana.finnegan@nmhg.com

Dealer Business Systems

Responsible for:

- ❖ Gather information from Hyster Company and dealer management on business system needs
- ❖ Support dealers through system analysis and consultation, training, and telephone and on-site assistance as needed for applications including:

eHERO, HMAS, HSN, Q2+ and PM Drop

Key Contacts	Telephone	Fax	<u>E-Mail</u>
Wes Alt Senior Business Analyst Manager	252-931-5655	252-931-5963	<u>wes.alt@nmhg.com</u>
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Lewis Yelverton Business Analyst Lead	252-561-7137	252-931-5963	<u>lewis.yelverton@hyster.com</u>

Pricing

Responsible for:

- * Special Commitment (SC) pricing
- * Advertising
- * Public Relations
- * Marketing Programs
- * Direct Marketing
- * Trade Shows
- * Hyster Licensed Merchandising Program
- * Yellow Pages Co-op
- * Internet Site
- * Sales Literature
- * Retail Strategy

Key Contacts	Telephone	E mail
Randy Cales Manager, Pricing & Demand Management	252-931-5528	randy.cales@nmhg.com
Donald Batts Sr. Pricing Analyst (Dealer Sales)	252-931-5683	don.batts@nmhg.com
Jim Fowler Sr. Pricing Analyst (National Accounts)	252-931-5805	jim.fowler@nmhg.com
Susie Moore Pricing Administrator	252-931-5574	susie.moore@nmhg.com
Cindy Cleary Pricing Analyst	252-931-5702	cindy.cleary@nmhg.com

Hyster Company's Western Region & Canada Sales Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)

- Establish and manage forecasting of dealer orders and stock
- Manage "Value Selling" with the dealer groups
- Establish and manage special sales programs
- Manage dealer "Big Deals" towards successful closure

<u>Dealership Name</u>	<u>Regional Sales Manger</u>	<u>Telephone Numbers</u>	<u>Email Address</u>
American Machinery, Inc.	Kerry Hockemeyer	O: 719-481-3715 C: 719-648-3579	Kerry.hockemeyer@hyster.com
Arnold Machinery Company	Kerry Hockemeyer	O: 719-481-3715 C: 719-648-3579	Kerry.hockemeyer@hyster.com
Arnold Machinery Company - MN	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
G.W. Van Keppel Co.	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Harvey & Company Limited	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Johnson Lift	Kerry Hockemeyer	O: 719-481-3715 C: 719-648-3579	Kerry.hockemeyer@hyster.com
Papé Material Handling, Inc.	Ken Hockemeyer	O: 719-481-3715 C: 719-648-3579	Kerry.hockemeyer@hyster.com
Sellers Equipment, Inc.	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Shipping Utilities, Inc.	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Stewart & Stevenson	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Wajax Industries Ltd. (East & Central)	Gary Turski	O: 419-865-1401 C: 419-215-0580	gary.turski@hyster.com
Wajax Industries Ltd. (Prairie & West)	Kerry Hockemeyer	O: 719-481-3715 C: 719-648-3579	Kerry.hockemeyer@hyster.com

<u>Other Contacts</u>	<u>Title</u>	<u>Telephone</u>	<u>Fax</u>	<u>Email</u>
Ronda Burgess	Administrative Assistant	252- 931-5636	252- 931-5560	ronda.burgess@nmhg.com
Ken Maka	Regional Manager - Big Trucks	O: 815-468-2725 C: 704-756-9948	815-468-2723	ken.maka@hyster.com

Hyster Company's Eastern Region Sales Management Group

- Responsibility:** Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)
- Establish and manage forecasting of dealer orders and stock
 - Manage "Value Selling" with the dealer groups
 - Establish and manage special sales programs
 - Manage dealer "Big Deals" towards successful closure

<u>Dealership Name</u>	<u>Regional Sales Manager</u>	<u>Telephone Numbers</u>	<u>Email Address</u>
Barloworld Handling	Bob Houston	O: 252-946-4776 C: 252-347-5740	bob.houston@hyster.com
Bohl Equipment	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Deep South Equipment	Bob Houston	O: 252-946-4776 C: 252-347-5740	bob.houston@hyster.com
Equipco Division Phillips Corp.	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Great Lakes Power Lift	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Hyster New England, Inc.	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Liftech Equipment Co.	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
McCall Handling Company	Bob Houston	O: 252-946-4776 C: 252-347-5740	bob.houston@hyster.com
MEE Material Handling	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
MH Equipment Company	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Mid State Industrial Services	Gary Custy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
Modern Handling	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
United Lift Truck L.P.	Gary Cutsy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com
VBS, Inc.	Bob Houston	O: 252-946-4776 C: 252-347-5740	bob.houston@hyster.com
Viccaro Equipment	Gary Custy	O: 734-466-8669 C: 734-765-3489	gary.cutsy@hyster.com

<u>Other Contacts</u>	<u>Title</u>	<u>Telephone</u>	<u>Fax</u>	<u>Email</u>
Ronda Burgess	Administrative Assistant	252- 931-5636	252- 931-5560	ronda.burgess@nmhg.com
Mike Skakandy	Regional Manager – Big Trucks	O: 843-815-3255 C: 732-306-4649	843-815-3256	mike.skakandy@hyster.com

Hyster Big Trucks

Responsibility:

- Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)
- Establish and manage forecasting of dealer orders and stock
- Manage "Value Selling" with the dealer groups
- Establish and manage special sales programs
- Manage dealer "Big Deals" towards successful closure

<u>Key Contacts</u>	<u>Title</u>	<u>Telephone</u>	<u>Fax</u>	<u>Email</u>
Ronda Burgess	Administrative Assistant	252- 931-5636	252- 931-5560	ronda.burgess@nmhg.com
Mike Skakandy	Regional Manager – Big Trucks (Eastern Region, S&S, & Wajax-East)	Ofc 843-815-3255 Cell 732-306-4649	843-815-3256	mike.skakandy@hyster.com
Ken Maka	Regional Manager – Big Truck (West & Canada)	Ofc 815-468-2725 Cell 704-756-9948	815-468-2723	ken.maka@hyster.com
Mark Fritzen	Manager, Port & Intermodal Applications	Ofc 765-307-4680 Cell 765-918-7769	765-307-4680	mark.fritzen@hyster.com
Donald Hardee	Sales Engineer	252-931-5411	252- 931-5682	donald.hardee@hyster.com

Marketing

Responsibility:

Responsible for ensuring the integrity of the Hyster brands in the marketplace. This team will focus on delivering communications, products and services that achieve this goal. Deliverables such as: website, sales literature, promotional flyers/mailers, merchandise, etc.

<u>Key Contacts</u>	<u>Phone</u>	<u>Email</u>
Jonathan Dawley VP, Marketing	252-561-7036 252-931-5413 252-864-7940	jonathan.dawley@nmhg.com
Patrick Duhaime Director, Brand Management	252-561-7043	patrick.duhaime@hyster.com
Lorri Lewis Manager of Advertising, Promotions & Events	252-931-5679	lorri.lewis@hyster.com
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Remarketing

Contacts	Phone	Email
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Open Assistant Remarketing Manager		
Nicole Griffin Lease Returns/Inspections	252-931-5568	nicole.griffin@nmhg.com
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Mary Patterson Remarketing Coordinator	252-931-5678	mary.patterson@nmhg.com
Administrative Assistant Wanda Woods	252-931-5681	wanda.woods@nmhg.com

Hyster National Accounts

- What:** Responsible for:
- ❖ National account sales and development
 - ❖ Account management and strategy
 - ❖ Team leader and coordinator
 - ❖ Dealer/customer interface

Contacts	Email Address	Telephone
David LaDue VP, NMHG National Accounts	david.ladue@nmhg.com	252-561-7087
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Mark Koffarnus Director, NMHG Corporate Accounts	mark.koffarnus@nmhg.com	407-296-2886
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Barry Morse Industry Manager	barry.morse@nmhg.com	847-310-0305
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Mike Stefko National Account Manager	mike.stefko@nmhg.com	972-387-9600
Brett Stone National Account Manager	brett.stone@nmhg.com	913-648-3600

Government

Responsibility:

- ❖ Monitor and Manage Government Sales for new units and parts
- ❖ Coordinate with dealers as appropriate on sales, service and parts issues.
- ❖ National account sales and development
- ❖ Account management and strategy
- ❖ Team leader and coordinator
- ❖ Dealer/customer interface

Fax: 252- 931-5963

Contacts	Phone	Email
Carl Traub Manager, Government Sales	248-924-2640 Fax 248-287-4500	<u>carl.traub@nmhg.com</u>
Ricky Lloyd Contract Administration	252-931-5714	<u>ricky.lloyd@nmhg.com</u>

National Accounts Administration

Contacts	Telephone	Email
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Sammie Starr National Acct. Administrator	252-561-7168	<u>sammie.starr@nmhg.com</u>
April Beale National Acct. Administrator	252- 561-7139	<u>april.beale@nmhg.com</u>

Hyster Capital

Purpose of Department: To provide financing alternatives for all Hyster dealers and customers.

Departmental Fax: 252 931-7812

Toll Free Number: 877-HYSTCAP (497-8227)

Key Contacts	Telephone	Email
Tina Goodwin Director, Financial Services	252 931-5536	tina.goodwin@nmhg.com
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Will Brinson Regional Finance Manager (Hyster)	252-931-5147 252-295-8172	will.brinson@nmhg.com
Darrin Briley Financial Coordinator	252-931-5564	darrin.briley@nmhg.com
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Administrative Assistant Wanda Woods	252-931-5681	wanda.woods@nmhg.com

Hyster Capital Dealer Assignments	
Will Brinson	Mark Hall
Bohl Equipment Company	American Machinery Company
Equipco Division Phillips Corporation	Arnold Machinery Company
Great Lakes Power Lift	Barloworld Handling
Harvey & Company Limited	Deep South Equipment Company
Hyster New England, Inc. (All)	Johnson Lift-Hyster
Liftech Handling, Inc.	McCall Handling Company
MEE Material Handling Equipment	Sellers Tractor Company, Inc.
MH Equipment Co. (All)	Shipping Utilities, Inc.
Mid-State Industrial	Stewart & Stevenson - (ALL)
Modern Handling Equipment Company	G.W. Van Keppel (ALL)
Pape (ALL)	VBS, Inc. Material Handling
United Lift Truck	
Viccaro Equipment	
Wajax Industries Limited	

Hyster Fleet Services

What: Responsible for:

- ❖ Fleet management programs, marketing and sales
- ❖ Fleet analysis and benchmark studies
- ❖ FMEG and HMAS promotion
- ❖ National and dealer major account fleet management support

Contacts		Telephone
Pat DeSutter pat.desutter@nmhg.com	Director, NMHG Fleet Management	252-561-7027
Stan Garrison stan.garrison@nmhg.com	Fleet Processes & Customer Care Manger	252- 931-5659
Bob Lyons bob.lyons@nmhg.com	Fleet Processes & Customer Care Manger	252- 931-5597
David Matthews david.matthews@nmhg.com	Fleet Processes & Customer Care Manger	615-646-6971
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Craig Seager craig.seager@hyster.com	Manager, Fleet Sales (Hyster)	414-464-8930
Krista Rose krista.rose@nmhg.com	Mgr, Fleet Finance & Administration	864-228-7590
Beverly Futrell beverly.futrell@nmhg.com	Fleet Processing Manager	252- 931-5551

Aftermarket Sales

What: Responsible for:

- Parts sales through Parts Marketing Department and Service Marketing Department
- Assisting dealerships in gaining new parts customers and increasing business with existing parts customers through various Parts Programs
- Assisting dealers in gaining new fleet service accounts and increasing service business with existing PM and Service Accounts through Service Marketing Programs
- Parts Operations Management

Paul Laroia, Vice President	252-931-5999	paul.laroia@nmhg.com
Lee Ignac, Director Aftermarket Sales	252-931-5811	lee.ignac@nmhg.com
Robin Dickens, Administrative Assistant	252-931-5819	robin.dickens@nmhg.com

West Central	Southeast	Northeast
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Arnold Machinery of UT	Barloworld - Florida	McCall Handling Company
G.W. Van Keppel - KS	Barloworld - Georgia	Modern Handling of PA
G.W. Van Keppel - OK	Barloworld - Mid South	Modern Handling of NJ
MH Equipment of Iowa	Barloworld - North Carolina	Northland Industrial Truck
Sellers Equipment	Barloworld - South Carolina	Viccaro Equipment
Wajax Industries - West	VBS	
West	Mid Central	East Central
Tom Roark	Ron Schuster	Kirk Whitaker
Cell: 360.607.2043 Email:tom.roark@nmhg.com	Cell: 479.427.0763 Email:ron.schuster@nmhg.com	Cell: 219.241.4981 Email:kirk.whitaker@nmhg.com
Johnson Lift - Hyster	Deep South	Alta Equipment
Pape' - Central WA	MEE	Bohl Equipment
Pape' - Eugene	Shipping Utilities	Equipco
Pape' - Fremont	Stewart & Stevenson - Central	Great Lakes
Pape' - Fresno	Stewart & Stevenson - Gulf Coast	Mid-State Industrial
Pape' - Portland		Wajax Industries - Central
Pape' - Sacramento		Wajax Industries - East
Pape' - Seattle		
Pape' - Spokane		
House Accounts	National Accounts	
Lee Ignac	Dennis Hamlin	
Office: 252.931.5811 Email: lee.ignac@nmgh.com	Cell: 513.675.0942 Email: dennis.hamlin@nmhg.com	
American Machinery	MH Equipment - Illinois	
Harvey & Company	MH Equipment - Kentuckiana	
	MH Equipment - Ohio North	
	MH Equipment - Ohio South	

Product Management

Aftermarket

Purpose: To drive the growth of Parts & Service through Product focus for optimum pricing, supplier support, delivery method and stocking options to support the growth of existing products and the development and introduction of new products.

Key Contact	Title	Telephone	E-mail
John Russian	Manager, Aftermarket Marketing	252-931-5213	john.russian@nmhg.com
Bobby Hopkins	Aftermarket Product Manager	252 931-5765	bobby.hopkins@nmhg.com
Kevin Carter	Product Manager, All Makes	252 931 5731	kevin.carte@nmhg.com
Sandy Odom	Supervisor AM Marketing Communications	252 931 5571	sandy.odom@nmhg.com
John Decker	Aftermarket Product Analyst (Bat/Elec Prod)	252 931 5806	john.decker@nmhg.com

Responsibilities: Forks, Reman, Oil & Lubricants, Front End Attachments, Pallet Trucks, All Makes Products & SMH Products

Key Contact	Title	Telephone	E-mail
Tina Parker	Product Analyst, All Makes	252 931 5858	tina.parker@nmhg.com

Responsibilities: Starter Batteries, Industrial Batteries, Tires, Seats, MRO Programs, Chains, Load Wheels, Battery Handling Equipment, Hose & Fittings, Lights, Paints

Key Contact	Title	Telephone	E-mail
Julie Roman	Product Analyst Direct Ship	252-561-7014	julie.roman@nmhg.com
David Parrish	Product Analyst Batteries & Tires	252 561 7174	david.parrish@nmhg.com

Responsibilities: Dealer Resource Site, Event Planning, Dealer Announcements, Aftermarket Sales Growth Plan, Newsletters, Publications, Dealer Marketing Material, Warehouse Product Site

Key Contact	Title	Telephone	E-mail
Lakisha Randolph	Aftermarket Publications Coordinator	252 931 5725	aalrando@nmhg.com

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PDC Operations

Purpose: The Parts Distribution Center's mission is to be a world class distributor of quality parts supporting the goals of Hyster while meeting or exceeding our customer's expectations. We strive to provide innovative services and parts distribution logistics as well as target dealer order fill, flexible response and lowest total cost to the wholesale marketing organizations and their dealers and customers.

Location: 1010 Fairchild Dr., Danville, IL. 61832-3393

Mike Gregory	Director, Parts Operation (Danville)	217 443 7240	217 443 7453	mike.gregory@nmhg.com
Angela Bailey	Manager, Customer Satisfaction - Parts (Danville)	217 443 7617	217 443 7718	apabaile@nmhg.com
Mark Carley	Manager, Parts Services & Export Gov't Interface	217 443 7485	217 443 7258	apmcarle@nmhg.com

Customer Service - Resident & Application Engineering Service Operations

Key Contact	Title	Telephone	E-mail
Tom Saputo	VP Customer Service	252 931 5795	tom.saputo@nmhg.com
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Bill Gilroy	Director Customer Satisfaction	252 931 5522	aabgilro@nmhg.com
Ken Deters	Director Service Operations & Application Engineering	252 931 5794	ken.deters@nmhg.com
Hank Schmidt	Manager Service Operations	252 931 5372	aahschmi@nmhg.com

Locations:

Resident Service Engineers and Application Engineers are located at the Greenville and Berea Plants for quick access for truck investigation and problem resolution.

AE & RSE – Electric Trucks - 5200 Martin Luther King Jr Hwy Greenville NC 27834

AE & RSE – IC Trucks & Big Trucks - 2200 Menelaus Pike, Berea KY 40403

Warranty – Americas Headquarters - 1400 Sullivan Dr., Greenville NC 27834

Resident & Application Engineering/ Service Operations

Locations:

Resident Service Engineers and Application Engineers are located at the Greenville and Berea Plants for quick access for truck investigation and problem resolution.

RSE & AE – Electric Trucks - 5200 Martin Luther King Jr Hwy Greenville NC 27834

RSE & AE – IC Trucks & Big Trucks - 2200 Menelaus Pike, Berea KY 40403

Warranty – Americas Headquarters - 1400 Sullivan Dr., Greenville NC 27834

On-line [Contact Management](#) under Customer Support is always your first and quickest resource for any Customer Service question. Please use Contact Management first before calling direct. Hyster Contact Management 1 888 381 6766.

Resident Service Engineers - Your resource for technical questions when your technicians cannot find the answer in the Knowledge Base. **Application Engineering** - Provides application information and quotes on special options and truck modification to dealer sales departments.

Key Contact	Title	Telephone	E-mail
Gregg Gilliam	Mgr Applications & Service Engineering – Electric - Greenville	252 561 7068	agggilli@nmhg.com
Jeff Carter	Mgr Applications & Service Engineering – IC - Berea	859 986 5191	abjcarte@nmhg.com
Harold Puzey	Manager RSE Big Trucks - Berea	859 228 1560	abhpuzey@nmhg.com
Ken Yoakum	National Accounts AE Coordinator	252 931 5952	aakyoaku@nmhg.com

Warranty & Quality Improvement – Processes dealer warranty claims and collection of truck data for quality improvement.

Key Contact	Title	Telephone	E-mail
Ryan McLawhorn	Manager Wty & Quality Improvement	252 931 5334	aarmclaw@nmhg.com
John Brewer	Supervisor Warranty Claims	252 931 5823	aajbrewe@nmhg.com
Marcus House	Supervisor Warranty Lab	252 931 5800	aamhouse@nmhg.com

Customer Service Field Service Engineering

Key Contact	Title	Telephone	E-mail
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On-line [Contact Management](#) under Customer Support is always your first and quickest resource for any Customer Service question. Please use Contact Management first before calling direct. Hyster Contact Management 1 888 381 6766.

Field Service Engineers provides additional technical support after your technician and Resident Service Engineering have exhausted all other problem resolutions.

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<p>Greg Everett - FSE Mid East Equipco, McCall Handling, Modern Equip of PA, Modern Equip of NJ</p>	<p>Dave Faulkner – FSE South East Barloworld AL, FL, GA, Mid South Deep South Equipment</p>
<p>Bob Luka - FSE Mid West Alta Equipment, Arnold Machinery – Eagan MN, MEE, MH Equipment – Kentuckiana, Sellers Equipment, Shipping Utilities</p>	<p>Stan Power - FSE North West Pape’ Material Handling – All, Wajax Industries - West</p>
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<p>Dave Gazo – FSE Rapid Response New Products</p>	<p>Thom Hamm – FSE East Barloworld – NC & SC, VBS, Inc</p>

Marketing Planning & Research Administration

Purpose: The NMHG America’s Market Planning & Fleet Support Organization is committed to providing excellent support to dealers with statistical reporting and related informational requirements.

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