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## HYSTER SALES LITERATURE & PROMOTIONAL GIFTS ON-LINE USER GUIDE

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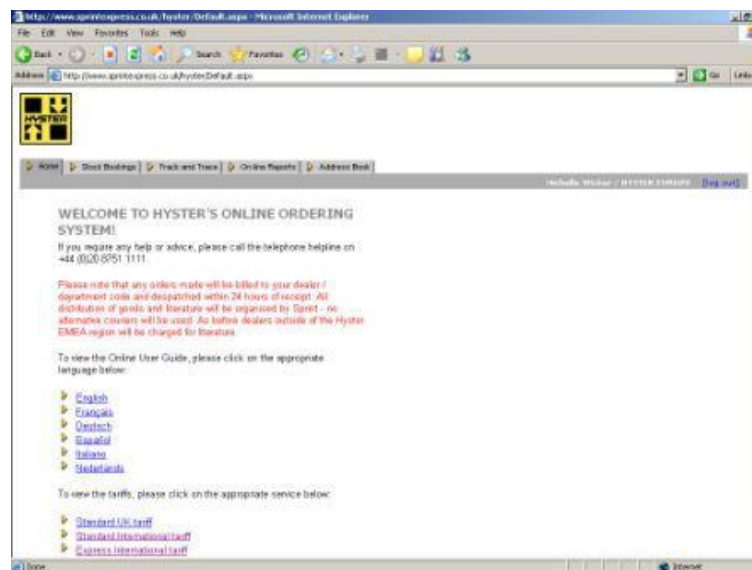


## Accessing the online ordering system

1. Type <http://www.sprintexpress.co.uk/hyster/> into your web browser



2. Enter your User ID and Password in to the appropriate field and click 'Login'



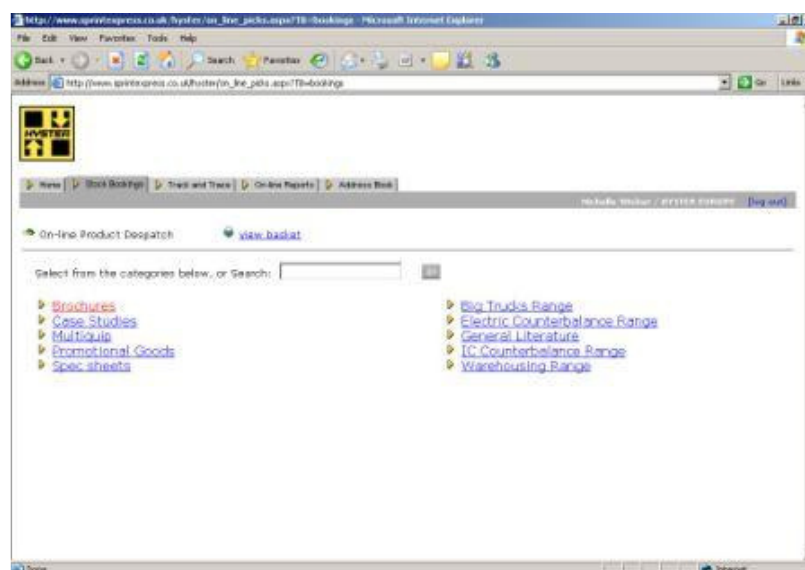
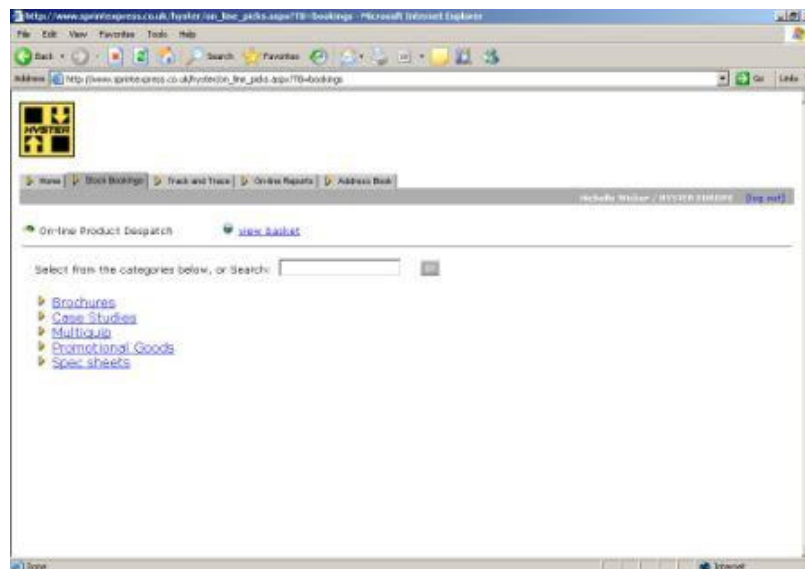


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## Checking and Ordering Stock

1. Select the 'Stock Bookings' tab at the top of the page
2. Choose from the product category options to see a list of the related product sub-categories. Alternatively, find the product you require by entering the product code or part of the product description in to the search bar. You can then select the required product from the search results

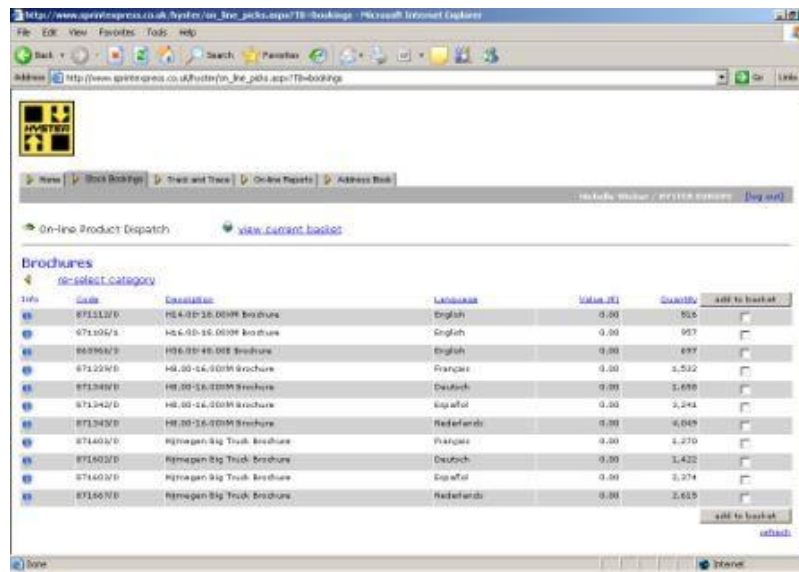




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3. Select from the list of product sub-category options to view all items within this search criteria. To sort these, click on the relevant blue underlined heading. To re-select a new category click on the 'Re-select category' link underneath the category heading



4. To view further information on a specific item select the 'i' (information) icon to the left of each product line. To close this window click on 'Back to product list'

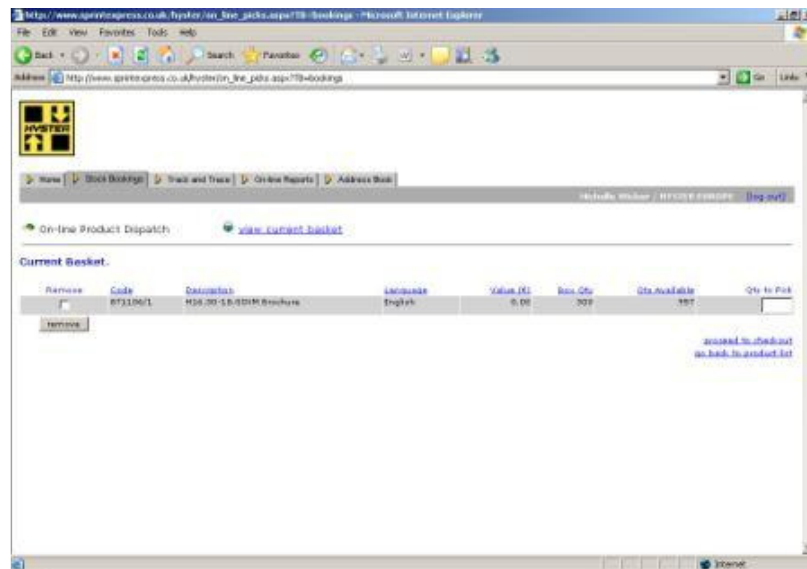




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5. Should you wish to make an order tick the 'Add to basket' box.  
You can select as many as you wish within a category
6. Select the quantity to pick and click on 'Proceed to checkout'.  
Should you wish to add items from other categories, click 'go back to product list' where you can click on 'Reselect category' and begin the above process again until you are happy that you have all the items in your shopping basket that you require.  
Please note if the quantity available is lower than the quantity you want to order, your order will be rejected



7. You will then be asked to select a location or delivery. At this point you either need to select an address from the dropdown list or add a new delivery address by clicking on the 'new address' link. Simply edit or add your details and you will be taken through to the next screen





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http://www.sprintexpress.co.uk/hyster/on\_line\_picks.asp?TB=bookings - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.sprintexpress.co.uk/hyster/on\_line\_picks.asp?TB=bookings

Home Stock Bookings Track and Trace On-line Reports Address Book Michelle Wicker / HYSTER EUROPE [log out]

On-line Product Dispatch [view current basket](#)

Select address from MY Address Book.

[Show full address list](#) or use a filter ...  and click to proceed ... or provide a [new](#) delivery address

Done Internet

8. Insert any relevant text for the delivery instructions and or packaging note and press 'Checkout'

http://www.sprintexpress.co.uk/hyster/on\_line\_picks.asp?TB=bookings - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.sprintexpress.co.uk/hyster/on\_line\_picks.asp?TB=bookings

Home Stock Bookings Track and Trace On-line Reports Address Book Michelle Wicker / HYSTER EUROPE [log out]

On-line Product Dispatch [view current basket](#)

**Delivery address:** (Over-type where necessary)

Company *	<input type="text" value="EXAMPLE"/>	State	<input type="text" value=""/>
Addr 1 *	<input type="text" value="EXAMPLE"/>	Post Code	<input type="text" value=""/>
Addr 2	<input type="text" value=""/>	Country *	<input type="text" value="UK"/>
Addr 3	<input type="text" value=""/>	Attn of *	<input type="text" value="EXAMPLE"/>
City *	<input type="text" value="EXAMPLE"/>	Telephone	<input type="text" value=""/>

[re-select address](#)  
[save to my address book](#)

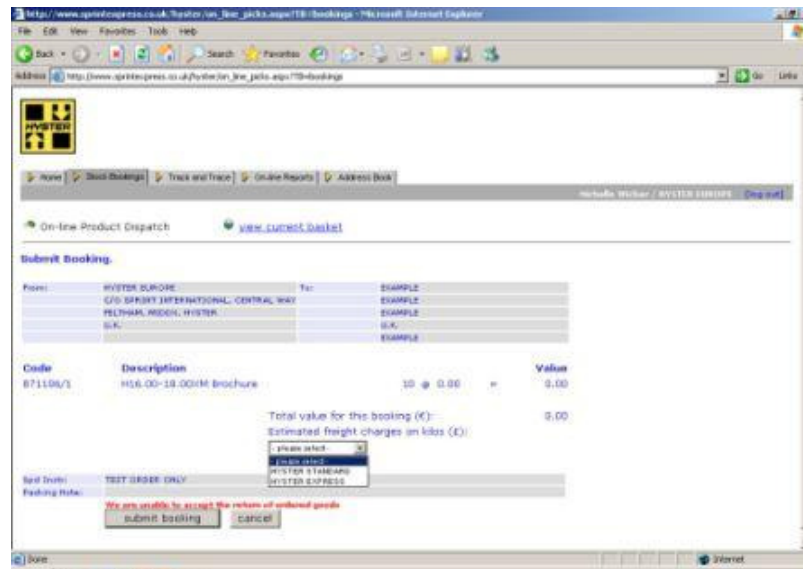
Special Instructions (for agent Operations Dept)

Text for Packing Note / B.O. Number (to go forward with consignment)

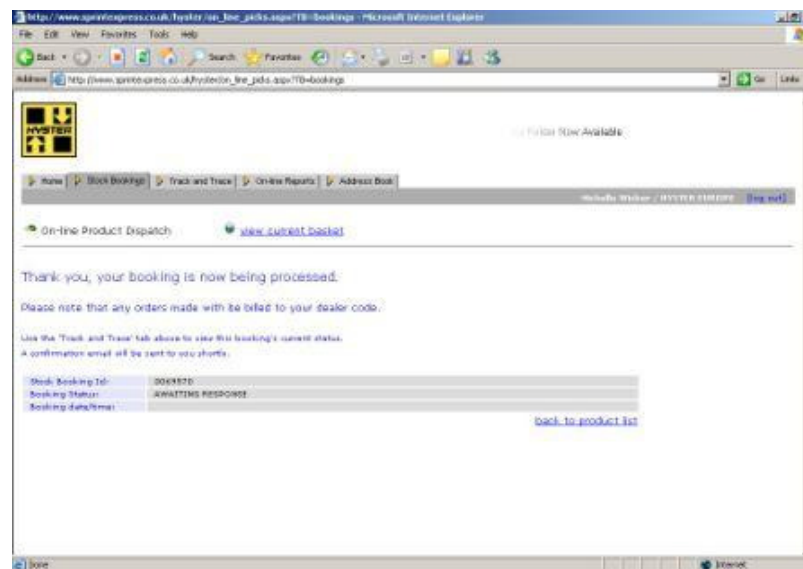
proceed to check out to choose delivery service

Internet

9. To receive an estimate of freight costs click on 'Hyster Standard' or 'Hyster Express'. Check the booking details and confirm by clicking on 'submit booking'



**10. You will then see the screen below indicating that your order is being processed.**



**11. Your order has now been completed and will be despatched within the next 24 hours. You will also receive a notification of your order via email**



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## Track and Trace

1. Select the 'Track & Trace' tab at the top of the page for a list of all items ordered under this user ID. View 'status' for order progress

## Address Book

1. Select the 'Address Book' tab
2. To create a new delivery address click on 'new' and fill in the details required. This will then appear as an option on the dropdown list when ordering stock. To view all addresses click on 'Show my full address list' / To edit an existing address click on the 'i' icon, amend details and click on save. To remove tick the appropriate box.

## Useful Information

1. If you encounter any problems with using the system or have any further enquiries regarding an order, please call the helpline on +44 (0) 20 8751 1111
2. If you have any feedback please email Michelle Wicker at [michelle.wicker@hyster.com](mailto:michelle.wicker@hyster.com) at the Marketing Communications department in Fleet
3. Freight costs Matrices are available on the homepage.