



## **HYSTER SALES LITERATURE AND PROMOTIONAL GIFTS ON-LINE USER GUIDE**

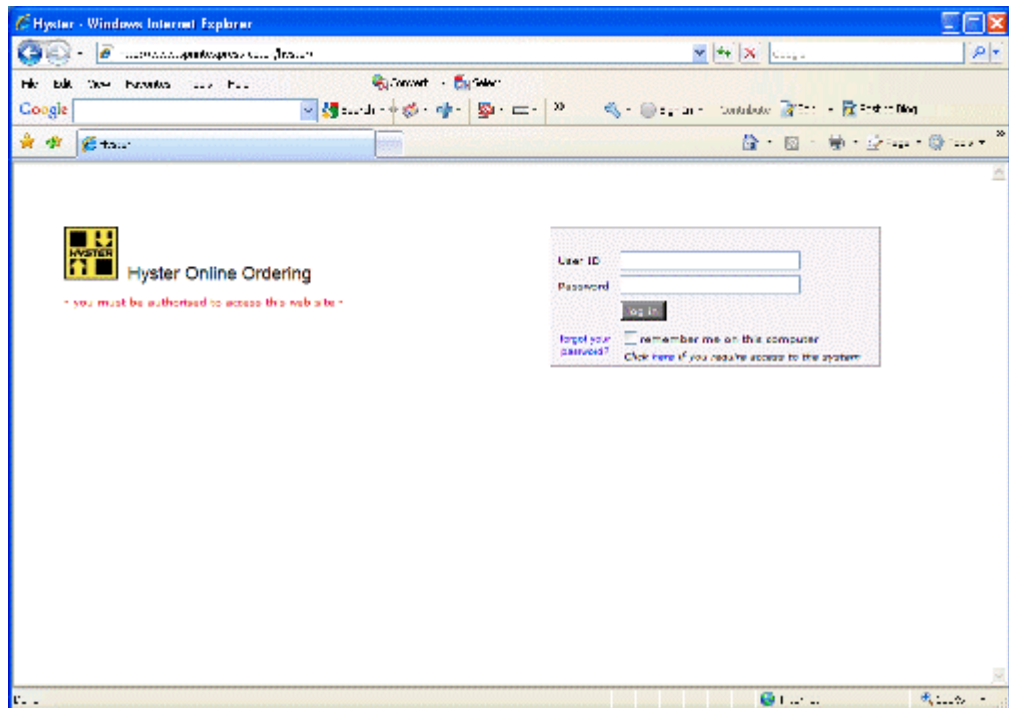
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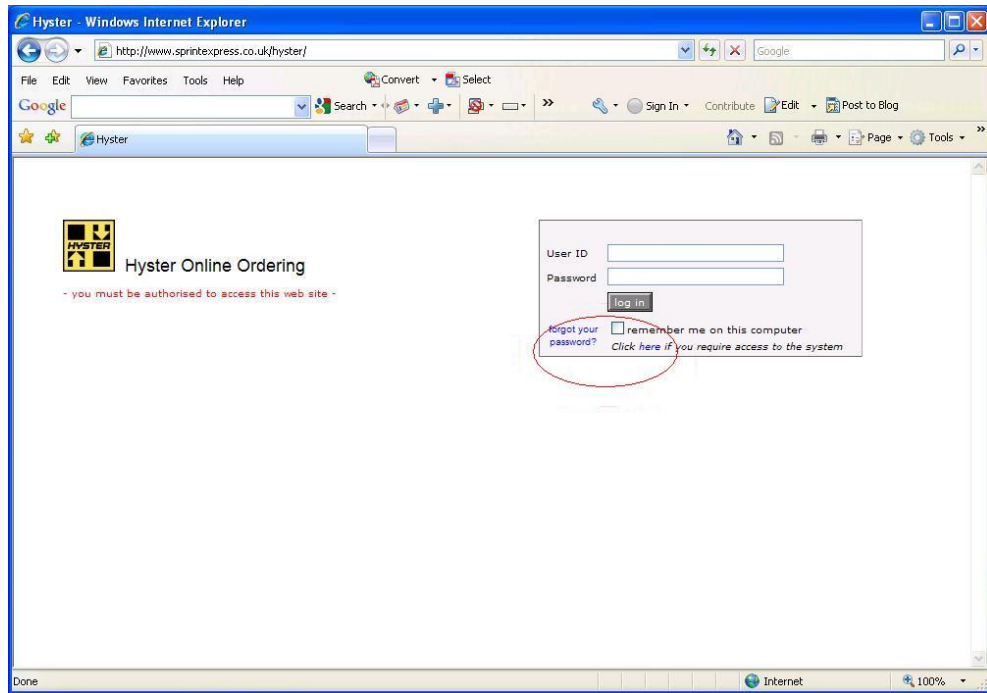


## Accessing the Online Ordering System

1. Type [www.sprintexpress.co.uk/hyster/](http://www.sprintexpress.co.uk/hyster/) in to your web browser
2. Enter your User ID and Password in to the appropriate field and click 'Logon'

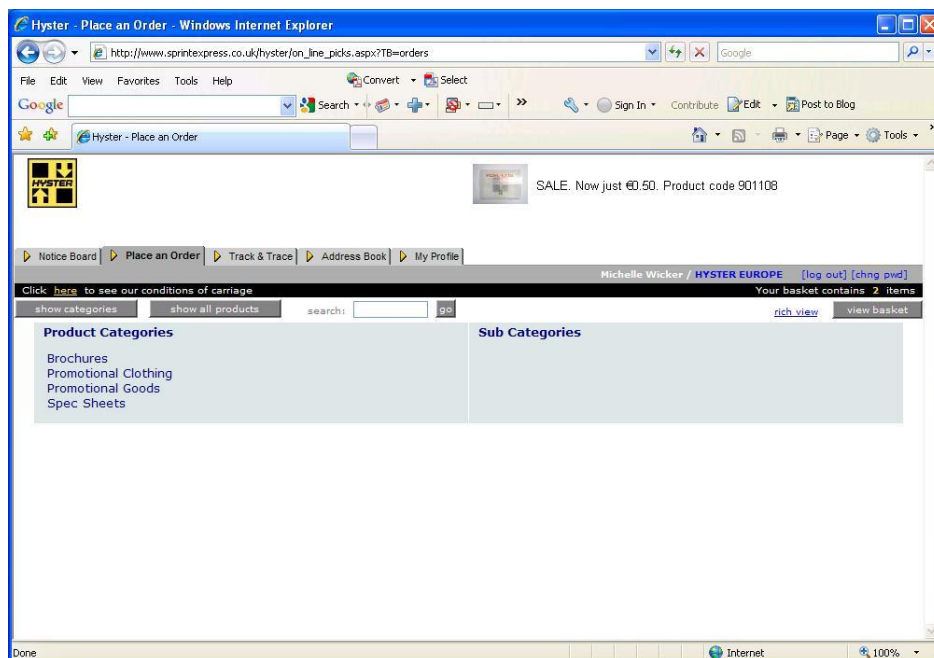


3. If you do not have or have forgotten your access details click on the link below to request access. Access will be set up within 24 hours. You will require your Dealer Code (six digit code normally starting with 0) to request access.



## Checking and Ordering Stock

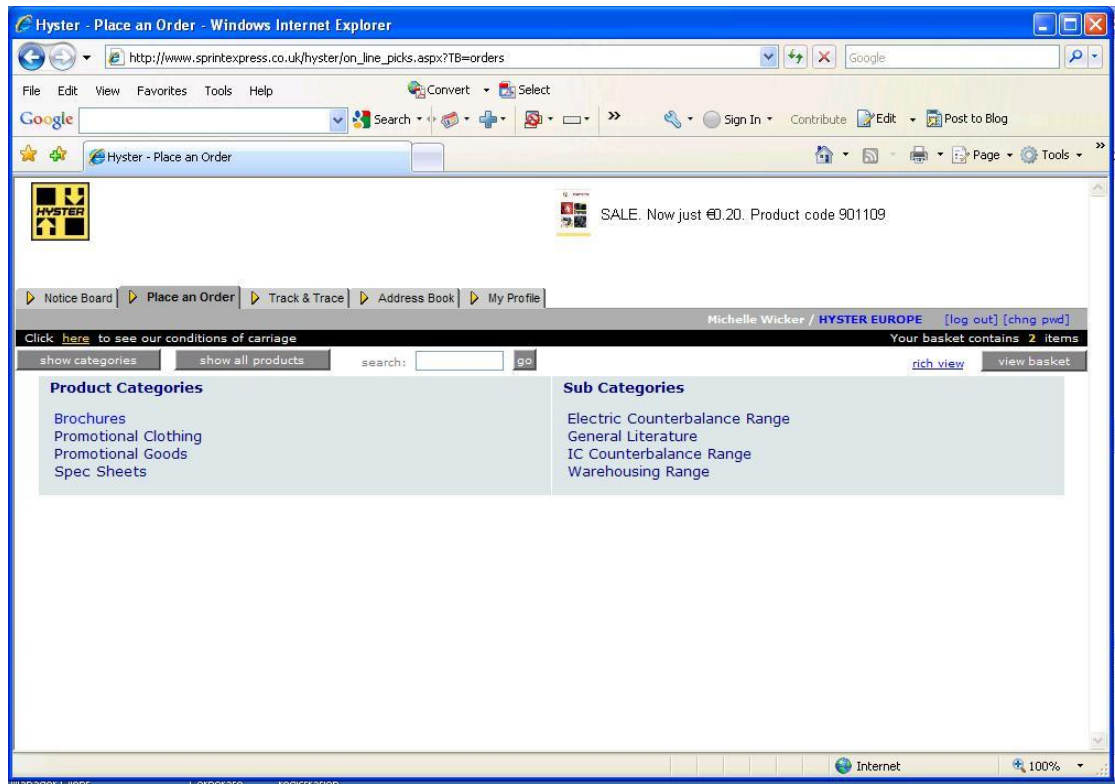
1. Select the 'Place an order' tab at the top of the page



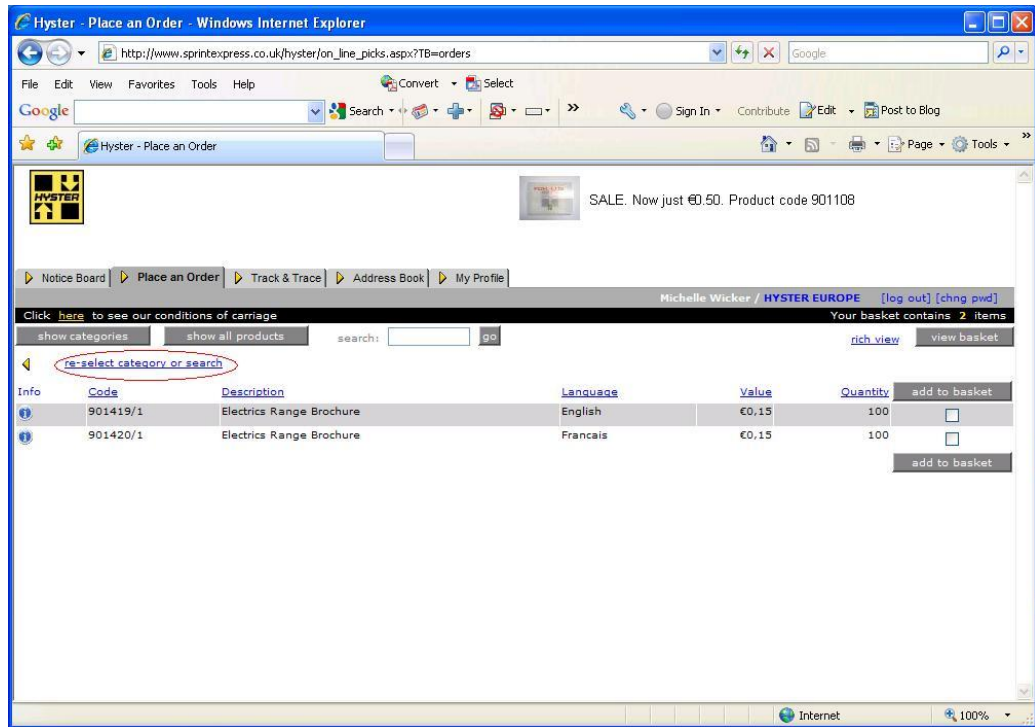
2. Choose from the product category options to see a list of the related product sub-categories.



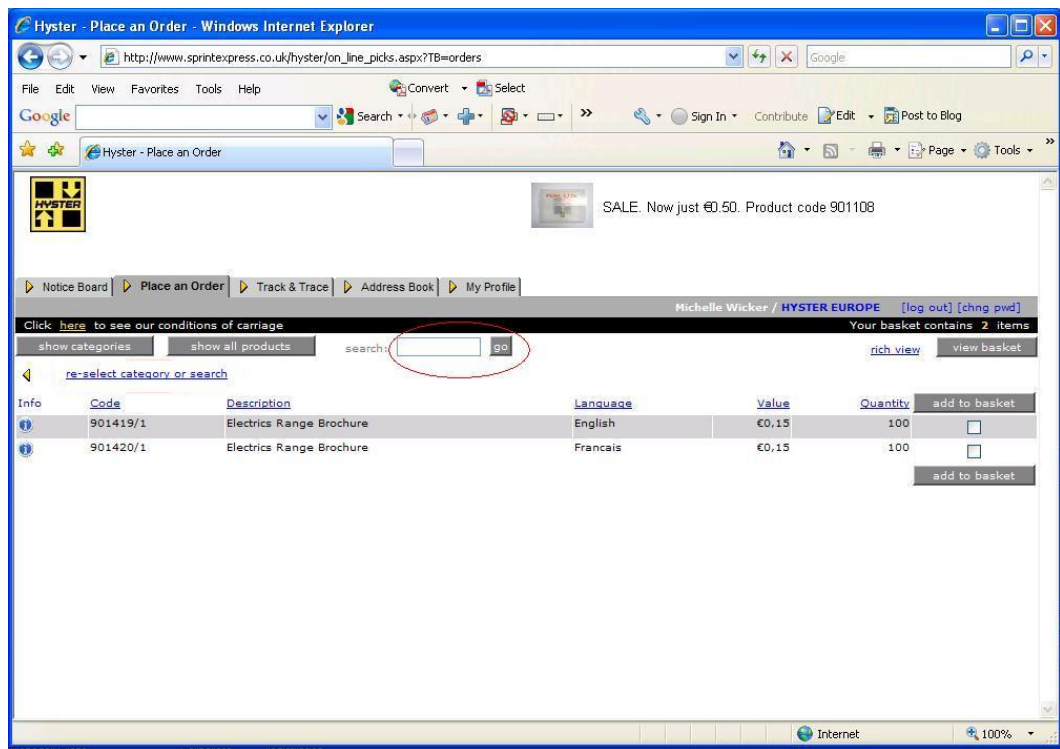
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3. Select from the list of product sub-category options to view all items within this search criteria. To sort these, click on the relevant blue underlined heading. To re-select a new category click on the 'Re-select category' link underneath the category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

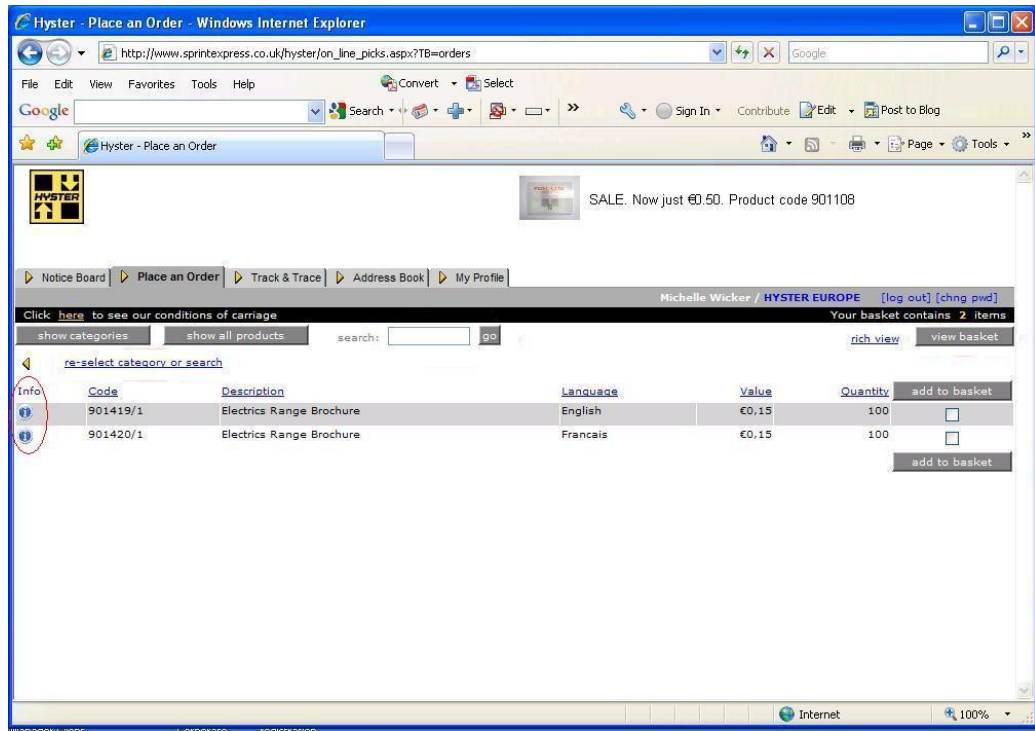


4. Alternatively, find the product you require by entering the product code or part of the product description in to the search bar. You can then select the required product from the search results.

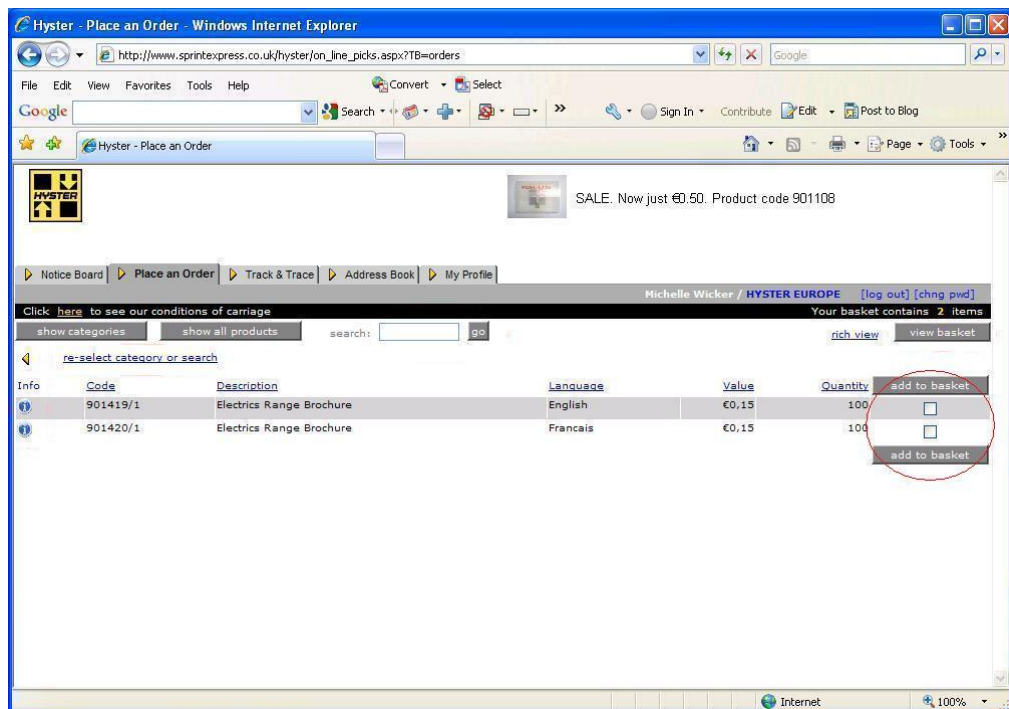




5. To view further information on a specific item select the 'i' (information) icon to the left of each product line. To close this window click on 'Back to product list'

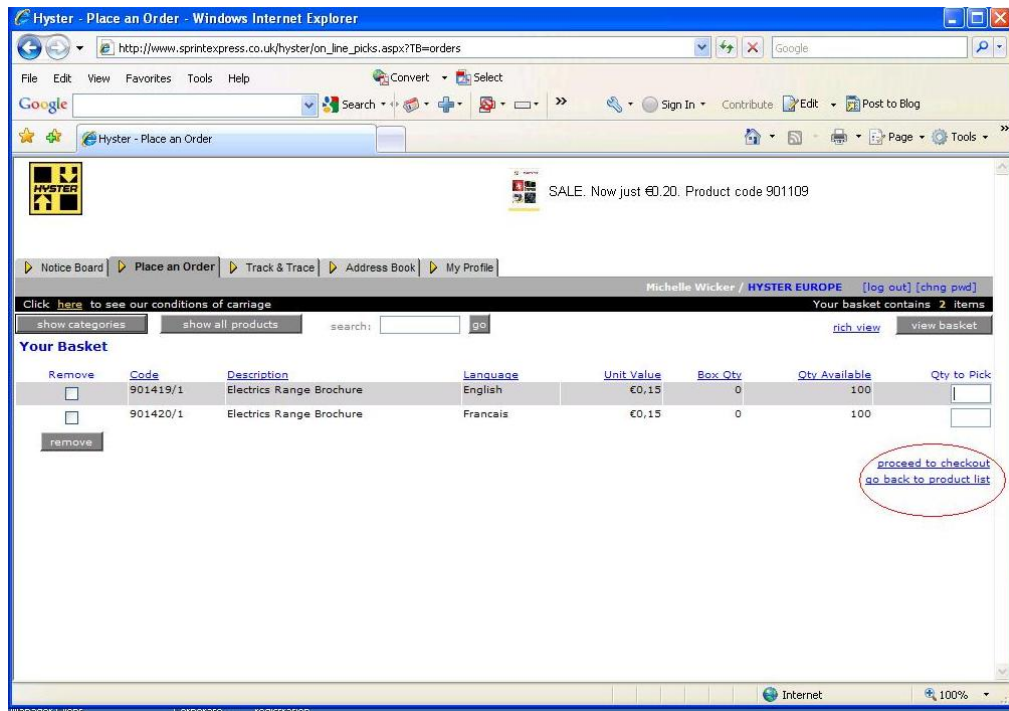


6. Should you wish to make an order tick the 'Add to basket' box. You can select as many as you wish within a category

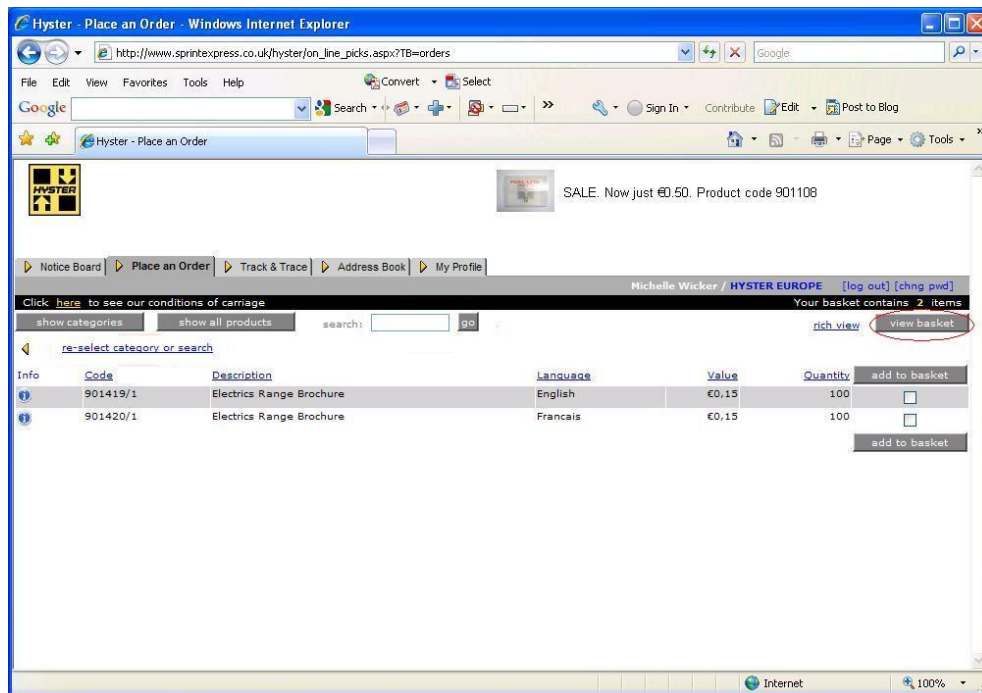




- Should you wish to add items from other categories, click 'go back to product list' where you can click on 'Reselect category' and begin the above process again until you are happy that you have all the items in your shopping basket that you require.



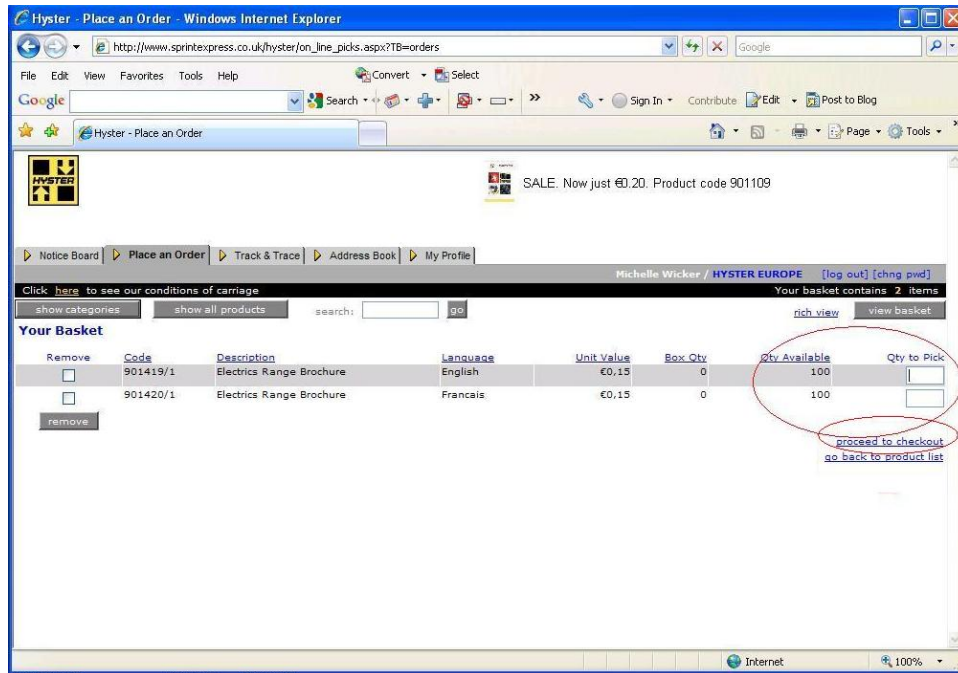
- To view your basket click on the 'View Basket' button.







9. Select the order quantity and click on 'Proceed to checkout'. Please note if the quantity available is lower than the quantity you request, your order will be rejected. The quantity available is shown on this page.



10. You will then be asked to select an address. At this point you either need to select an address from the address book or add a new delivery address by clicking on the 'new address' link. Simply edit or add your details. Insert any relevant text for the delivery instructions and/or packaging note and press 'Checkout'





Hyster - Place an Order - Windows Internet Explorer

http://www.sprintexpress.co.uk/hyster/on\_line\_picks.aspx?TB=orders

File Edit View Favorites Tools Help

Google Search

Hyster - Place an Order

SALE: Now just €5 Product code 927910

Notice Board Place an Order Track & Trace Address Book My Profile

Click here to see our conditions of carriage

Michelle Wicker HYSTER EUROPE log out (log in)

show categories show all products

Instructions

Please tell us where to deliver your order. When delivering to a company we need a contact name to prevent the consignment being refused on security grounds. Also, please note that we cannot deliver to a P.O. Box and as a full delivery address is essential.

Post Code Lookup

For UK destinations that are not already in your address book, enter the post code, then click find address. Select the required destination from the list of matching addresses.

Post Code: Find Address

Delivery Address: view personal address book

Company: Post Code: Country: - please select - UK

Addr 1: Attn of: Contact Tel: Contact Email:

NOTE: You will choose the delivery service (STANDARD or EXPRESS) at the order confirmation stage.

Special Instructions: Packing Note Text:

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

Hyster - Place an Order - Windows Internet Explorer

http://www.sprintexpress.co.uk/hyster/on\_line\_picks.aspx?TB=orders

File Edit View Favorites Tools Help

Google Search

Hyster - Place an Order

SALE: Now just €20 Product code 901109

Notice Board Place an Order Track & Trace Address Book My Profile

Click here to see our conditions of carriage

Michelle Wicker HYSTER EUROPE log out (log in)

show categories show all products

Order: Final Check

Please check the information below before submitting your order for processing. Once we receive your order we will send you an email confirming our acceptance of your instructions.

From: HYSTER EUROPE  
C/O SPRINT INTERNATIONAL  
CENTRAL WAY  
FELTHAM MIDDLESEX HYSTER  
U.K.  
Michelle Wicker  
michelle.wicker@hyster.com

To: test  
Test  
U.K.  
Test

Service level: - please select -  
- please select -  
We are unable to deliver goods to additional local duties and taxes not shown here.  
HYSTER EXPRESS

Special Instructions: Packing Note Text:

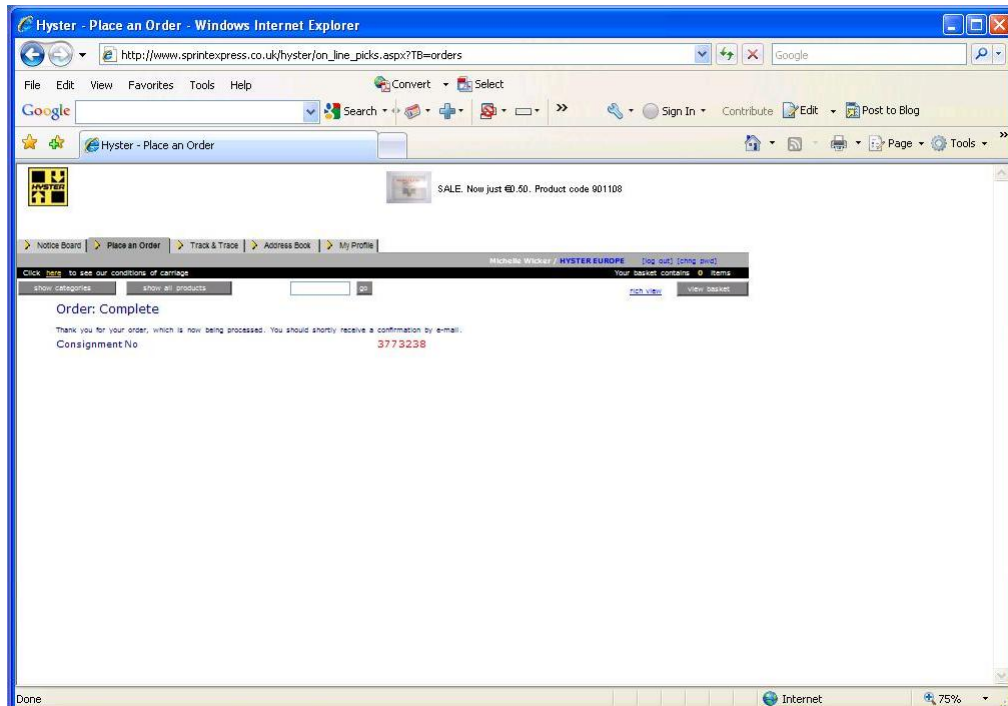
Stock Items	Date	Description	Quantity
901418/1	Jan 2009	Electrics Range Brochure	1
901420/1	Jan 2009	Electrics Range Brochure	1

save address in personal address book

on Back confirm order



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



**13. 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**

### **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 Hyster Marketing Communications *department in Fleet*
3. Freight costs Matrices are available on the homepage