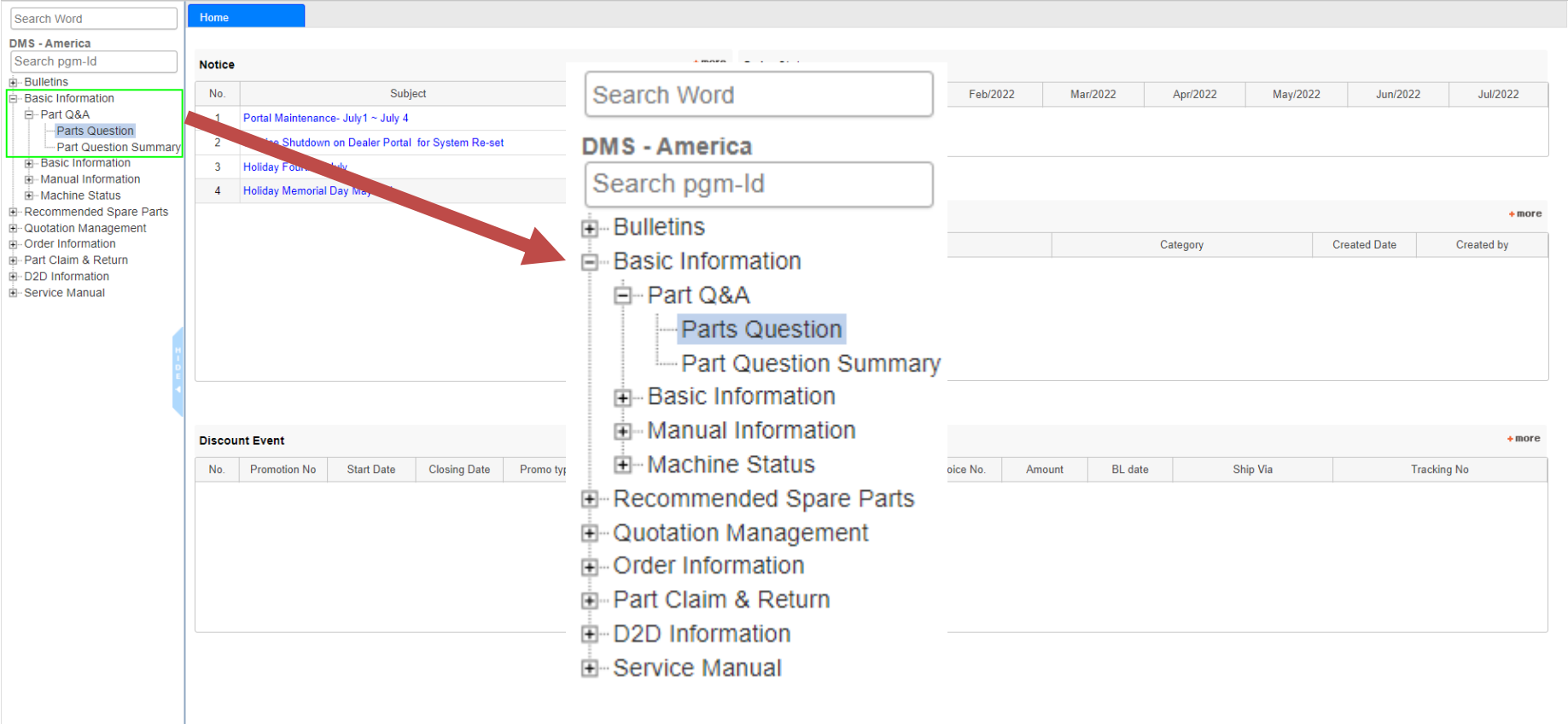


Purpose

This notice is to provide instructions on how to utilize the “Parts Q&A” function within the Dealer Portal. Hyundai Material Handling is requesting adoption/utilization of this feature immediately, as it will provide quicker response times and better organization of parts related questions. Please use this feature in lieu of sending e-mails to individual Hyundai Material Handling representatives.

Where is this located?

At the home screen, on the left-hand side, expand the *Basic Information* section to reveal its sub-menus. Locate and expand the *Part Q&A* section to reveal its sub-menus. Select *Parts Question*.



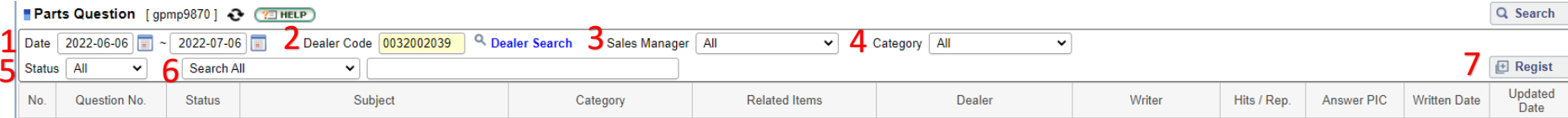
The screenshot shows the Dealer Portal interface. On the left, a navigation menu is expanded to show sub-items under 'Basic Information'. A red arrow points from the 'Parts Question' item in this menu to the 'Parts Question' item in the main content area's expanded menu. The main content area shows a 'Notice' section with a table of announcements, a 'DMS - America' search section, and a 'Discount Event' section. The right side of the page contains several data tables with headers like 'Category', 'Created Date', and 'Created by'.

No.	Subject
1	Portal Maintenance- July1 ~ July 4
2	System Shutdown on Dealer Portal for System Re-set
3	Holiday Four Days
4	Holiday Memorial Day May

No.	Promotion No	Start Date	Closing Date	Promo ty

Basic navigation of the Parts Q&A screen

Below you will find the action pane for the Parts Q&A screen. For instructional purposes, each input is identified with a number and defined below the image



The screenshot shows the 'Parts Question' interface with the following elements:

- 1**: Date range selection (2022-06-06 to 2022-07-06)
- 2**: Dealer Code (0032002039)
- 3**: Sales Manager (All)
- 4**: Category (All)
- 5**: Status (All)
- 6**: Search All (Search All)
- 7**: Register button

No.	Question No.	Status	Subject	Category	Related Items	Dealer	Writer	Hits / Rep.	Answer PIC	Written Date	Updated Date
<div data-bbox="40 501 513 868" data-label="Text"> <p>1- Date Range Selection: Use this function to view certain date ranges of questions asked/answered. By default, it is set to begin 30 days prior to today's date. This is helpful for looking up questions answered in the past that may have been frequently asked.</p> </div> <div data-bbox="523 501 817 868" data-label="Text"> <p>2- Dealer Code: This area should have your dealer code populated by default ensuring you will see your dealers' questions only.</p> </div> <div data-bbox="826 501 1137 868" data-label="Text"> <p>3- Sales Manager: This tab is current unused at this time and can be ignored.</p> </div> <div data-bbox="1147 501 1889 868" data-label="Text"> <p>4- Category: This tab is very important and will help sort questions asked and answered by type. When asking a new question, you will be required to put in a Category in which is categorized by: <i>Price, Part No., Lead/Delivery Time, Technical Matter, Manual Error, SO Cancel.</i> These will be defined individually later in these instructions.</p> </div>											

5- Status:
This tab will allow you to filter by the status of the question being asked. *All, Answered, Pending*
When a question is asked, it will be placed in *Pending* status. Once answered, it will be placed in *Answered* status. To view both status', select *All*

6- Search All:
After selecting your date range, date range and status, this can also help filter specific results. This is also very helpful when trying to find past answered questions. Within this tab you can search via: *Part or Model Number, Content or Writer, Question Number, or Answer Pic.* When registering a new question, you are required to input specific items such as *Part or Model Number.* This not only helps in keeping track of questions but aids in locating questions that may have already been answered in the past. Each question asked is also assigned a *Question Number* in which a search can also be made using that number.

7- Register:
This is where you can ask a new question. Please proceed to the next page of these instructions.

The search possibilities all depend on which selections are made within this pane – the more specific, the more reliable these results will be. Overtime, utilization of this system will allow you to quickly answer questions on your own that may have been already answered, as they will be stored infinitely.

How to ask a new question

On the top right-hand corner of the *Parts Question* action pane, select the *Regist* button. (short for register)
 A new window will open requesting all the details of the question being asked. (Below)



Home **Parts Question** x

Parts Question Detail [gmp9871] ↻

Question No.		Written Date		Writer	
Status		Customer			
Category	1 <input type="checkbox"/> Price <input type="checkbox"/> Part No. <input type="checkbox"/> Lead/Delivery Time <input type="checkbox"/> Technical Matter <input type="checkbox"/> Manual Error <input type="checkbox"/> SO Cancel				
Related Items	2 <input type="text"/> <input type="button" value="Add"/>				
Answer PIC		Assigned Date		Assigned By	
Subject	3				
Contents	4				
Attached	5 <input type="button" value="File Upload"/>				

6

The sections above that are outlined in red will be automatically populated upon saving a new question. **6**

1- Category:

What is your inquiry regarding? **Note, there can be multiple selections.**

Price: If you are inquiring about a price on a part, select this box.

Part No.: If you are inquiring about a part number, need assistance in locating a part number or need verification of a part number, select this box.

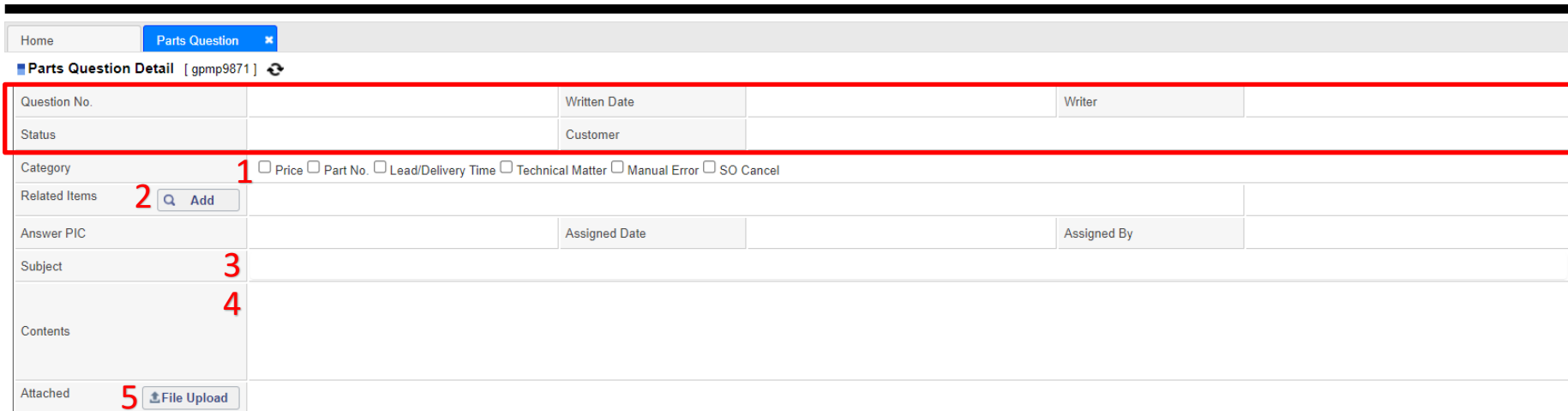
Lead/Delivery Time: If your inquiry is regarding lead time/availability of a part number, please select this box.

Technical Matter: If your inquiry may require technical assistance, please select this box. IE: part dimensions, compatibility, etc

Manual Error: If you have located an error within a parts manual, select this box.

SO Cancel: If a sales order you have placed needs to be cancelled, select this box.

Example: You have exhausted all resources and cannot locate a specific part and need assistance locating the part, as well as the price and dimensions of that particular part. Select *Price, Part No., & Technical Matter* when registering the question.



Home **Parts Question** ✕

■ **Parts Question Detail** [gmp9871] ↻

Question No.	Written Date	Writer
Status	Customer	

Category **1** Price Part No. Lead/Delivery Time Technical Matter Manual Error SO Cancel

Related Items **2**

Answer PIC	Assigned Date	Assigned By
------------	---------------	-------------

Subject **3**

Contents **4**

Attached **5**

6

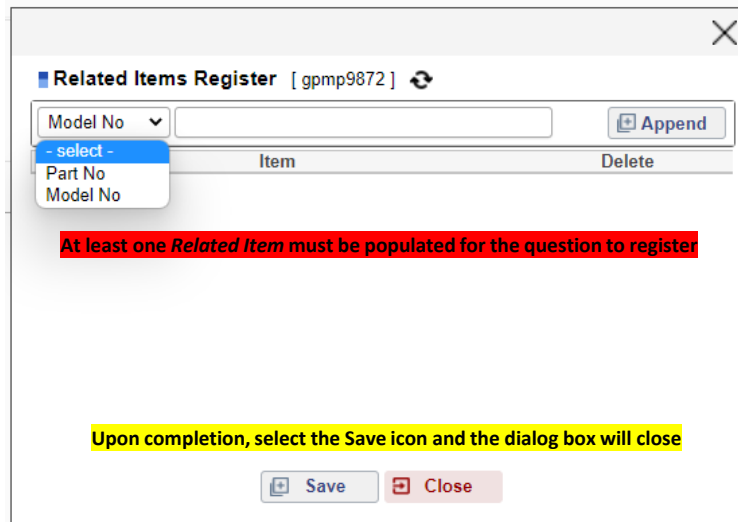
The sections above that are outlined in red will be automatically populated upon saving a new question. **6**

2- Related Items:

In this area, you will be able to populate two types of specifics to the questions being registered: *Model No & Part No*
To do so, select the *Add* button and a new window will appear to add your specifics.

Select Part No:

If you have a specific part number to inquire about. In the adjacent field, type in the part number and select the Append button – this will populate your selection into the question being registered.



■ **Related Items Register** [gmp9872] ↻

Model No

- select -
Part No
Model No

Item Delete

At least one Related Item must be populated for the question to register

Upon completion, select the Save icon and the dialog box will close

Select Model No:

To add the model number of the truck that is affiliated with the question being registered. In the adjacent field, select the Append button – this will populate your selection into the question being registered.

Home **Parts Question** ✕

■ **Parts Question Detail** [gmp9871] ↻

Question No.	Written Date	Writer
Status	Customer	
Category	<input type="checkbox"/> Price <input type="checkbox"/> Part No. <input type="checkbox"/> Lead/Delivery Time <input type="checkbox"/> Technical Matter <input type="checkbox"/> Manual Error <input type="checkbox"/> SO Cancel	
Related Items	2 <input type="text"/> <input type="button" value="Add"/>	
Answer PIC	Assigned Date	Assigned By
Subject	3	
Contents	4	
Attached	5 <input type="button" value="File Upload"/>	

6

The sections above that are outlined in red will be automatically populated upon saving a new question. 6

3- Subject

In this area, you must populate the subject matter pertaining to the question being registered. Depending on the Category selected, this may vary. Examples:

- Price Inquiry: Part Number / Part Price Needed
- Part Number Inquiry: Model Number / Serial Number / Description of Part Needed
- Lead/Delivery Time: Part Number / Lead Time or if already ordered Part Number / SO Number / Delivery Time
- Technical Matter: Part Number / Model Number / Serial Number / Dimensions of Part
- Manual Error: Model Number / Page Number / Description of Error
- SO Cancel: SO Number / Order Cancellation

If multiple selections are made, please add the necessary information correlating with the above. Abbreviations are acceptable to reduce character count

4- Contents

In this area, you will be able to enter all comments pertaining to the question being registered. Be sure to include all pertinent information to reduce time required to answer the question and to accurately answer the question on the first pass. Please note, anything written within this field can be searched for later as a search can be performed by content. Proprietary information such as work order numbers, invoice numbers or any other reference numbers can be placed within this field for later lookup. Example:

"I have a customer with a 160D-9, serial 0044, that we are having trouble locating the steering angle sensor in the parts manual. Please provide this part number so we can place the order immediately. WO# SCN56421"

Home **Parts Question** ✕

Parts Question Detail [gmp9871] ↻

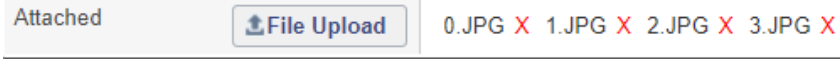
Question No.	Written Date	Writer
Status	Customer	
Category	<input type="checkbox"/> Price <input type="checkbox"/> Part No. <input type="checkbox"/> Lead/Delivery Time <input type="checkbox"/> Technical Matter <input type="checkbox"/> Manual Error <input type="checkbox"/> SO Cancel	
Related Items	2 <input type="text"/> <input type="button" value="Add"/>	
Answer PIC	Assigned Date	Assigned By
Subject	3	
Contents	4	
Attached	5 <input type="button" value="File Upload"/>	

The sections above that are outlined in red will be automatically populated upon saving a new question. **6**

5- File Upload

This is where you may opt to add an attachment to the question being registered. Items that may be important to the question or relevant to the successful answer to the question should be attached here. Images of a part in question, a part itself on a truck, general images, PDF's or any sort of document can be attached to the question being registered. The more information given, the better!

To do so, click the *File Upload* button. Locate the file within your computer and select open. Note: multiple files can be attached, but must be added individually. This is similar to attaching a file/image to an e-mail.



6- Save

After completion of all fields, select Save. If any errors are found, you will be prompted as to correct them. If no errors are found, you will be prompted "Registration Complete"

From there, a Hyundai Material Handling representative will answer your question/reply to your question promptly. Checking back on the Parts Q&A section throughout the day is a good practice in case more information is needed or if your question was answered.