



Fleet Management Services FAQ

My trucks don't cost me anything--they are paid for. What can fleet management do for me?

Lower **Total** cost of Ownership-

- Parts
- Labor
- Downtime
- Rentals
- Administration
- Fleet Size
- Training
- Proper equipment for the application

I am looking for a preventive maintenance program - do you offer one?

Yes. Preventive maintenance is part of any Fleet Management program from Material Handling, Inc. If you are looking only for a preventive maintenance program, such a program can also be provided by Material Handling, Inc.

Our operation works 24 x 7 - can you provide maintenance coverage?

Yes. Material Handling, Inc. will work with you determining whether coverage needs to be technicians on site 24 x 7, or just during a particular shift(s) with an emergency contact number for the remaining shift(s). Material Handling, Inc. currently has customers where technicians have normal working hours during a 2nd or 3rd shift, as well as during the day (1st shift).

Can fleet management help me manage downtime and increase productivity?

Yes. Material Handling, Inc. will help you correctly match equipment specifications with your application, and as needed will replace old equipment with productive and reliable new equipment, create a backup and/or short-term rental plan to meet your up-time needs, add/remove equipment, and accelerate replacement cycles. The key to downtime is that it be scheduled downtime (i.e. preventive maintenance) and work towards little or no unscheduled downtime.

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I need reports that show avoidable damage, and hours used, for informed decision making on my fleet - can you provide such information if managing my fleet?

Not a problem. Material Handling, Inc. business system provides reports that show avoidable damage summary totals by equipment number, types of avoidable damage repairs categorized for analysis, detail of avoidable damage repairs for a specific unit--all organized by the department, building, location, etc. as needed by you. This data can be for the life of the equipment to date, or just for certain time periods. It is important for both the customer and fleet manager to track such information so that such cost can be driven down by process changes, specification changes, offering training to operators, etc. All such costs need to be measured so they can be controlled and reduced. Material Handling, Inc. can provide various types of customized reports.

Is fleet management only about maintenance? My OEM current provider does the work on my trucks - what's different about this?

Fleet management is not just about maintenance, as that is just one piece of the cost of owning a lift truck. It is about the total cost of ownership on a unit, the entire cost mountain if you will, and driving that number to its lowest. Material Handling, Inc. will work with you on effective utilization of your fleet, controlling and reduction avoidable damage costs, reducing your administrative costs, decreasing unscheduled downtime, etc. See the numerous areas of costs and available savings on the cost mountain button at this site.

My maintenance budget is getting tighter and my maintenance costs seem to be going up - how can fleet management help manage our lift truck expense line?

Material Handling, Inc. can perform in-depth site surveys that allow us to determine:

- What a productive and cost-effective fleet looks like in your application
- What is the correct fleet size and mix
- What is the most cost efficient maintenance schedule
- On an ongoing basis we will analyze all the data to identify opportunities for continuous cost improvements.

Material Handling, Inc. also will determine what management reports are needed to provide on-going decision making, track variable costs, and track avoidable damage costs. Once avoidable damage costs are recognized and tracked, changes in processes, procedures, or training will allow us to work together on reducing those costs down toward zero.

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Do I have to buy Material Handling, Inc. equipment?

No you do not. One of the most important pieces in a successful fleet management program is putting the correct equipment, with the correct specifications, in your application(s). We would like that equipment to be Material Handling, Inc., but we have many customers who utilize other makes for applications where Material Handling, Inc. does not have a model that fits that application, or another manufacturer has a model that fits better.

I don't lease my equipment--I buy it outright. Will this still work under a Material Handling, Inc. Fleet Management program?

Yes. Whether you buy your equipment with cash, finance the purchase, lease through Material Handling, Inc., or lease through another finance company, Material Handling, Inc. Fleet can provide fleet management. You do not have to lease your equipment to have a fleet management program. Our goal is to satisfy your needs regarding cash management, working capital objectives, tax considerations, etc.

I have a lot of different makes/models of equipment – can Material Handling, Inc. still give me a fleet management program?

Absolutely. Material Handling, Inc. technicians are experts in servicing all types and makes of forklifts. They are factory-trained technicians. OEM parts for makes other than Material Handling, Inc. can be purchased by Material Handling, Inc. technicians for use when making repairs on your equipment.

I have a parts inventory -- what do I do with it under a Material Handling, Inc. program?

There are a few options. Material Handling, Inc. can do an inventory of your parts and based on the age, condition, and quality make an offer to purchase them and eliminate inventory carrying costs. Another option is that the inventory remains owned by your company and is used by the Material Handling, Inc. technicians when servicing the equipment as needed. Then you are not charged for parts on the repairs, only labor.

The important thing to remember is that Material Handling, Inc. Programs are tailored to meet your company's needs in the most cost effective manner.

I have a lot of equipment other than forklifts, such as tuggers, personnel carriers, aerial lifts, sweepers, etc.... Can this equipment be covered under Material Handling, Inc. Fleet Management?

Definitely. Material Handling, Inc. technicians also have experience working on this type of equipment. Many of our existing customers utilize these types of equipment and we cover them in our programs.

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