



Mega-Fleet Frequently Asked Questions

1. What is the purpose of the Mega-Fleet Program?

- There are large national fleets that as a condition of purchase require significant CPAs, extended warranty, nationwide discounted parts pricing, and additional rebates from the OEM based on total parts purchases.
- In order to win this business, the Mega-Fleet program has been developed to ensure consistent nationwide pricing and to track the total parts revenue from Participating Dealers to the Registered Mega-Fleet.

2. What does integration with Corcentric entail?

- First, determine if dealer's business system (DBS) can send electronic invoices. Corcentric has integrated with Karmak and is in the final stages with Reynolds & Reynolds and ADP.
- Insure dealer has invoicing module from business management system
- Train and coordinate electronic invoicing startup
- If Corcentric is not integrated to Dealer Business System:
 - Dealer and Corcentric to contact Business System provider
 - Corcentric will work directly with Business System to integrate:
 - Corcentric contact is Dave Lindeen, VP Sales, (877) 790-7272 (DLindeen@corcentric.com)

3. What will integration cost?

- One-time setup cost from Corcentric of \$250 per dealer will be paid by HMS
- Operational cost:
 - Business Systems vary and may have their own setup charge and monthly maintenance fee. Dealers need to contact their Business System for specifics.
 - Alternatively, web-based manual entry through Corcentric's web portal is available at no charge

4. What can we expect to pay to integrate our Business System with Corcentric?

- Karmak: One time \$300 License fee for each CPU and \$150 installation charge, plus a monthly maintenance charges of \$20 per month for the first location, \$13 for the second location, and \$7 for each subsequent site.
- ADP: Estimates \$40 monthly, which includes set-up and maintenance
- Reynolds & Reynolds: Estimates \$40 monthly, including set-up and maintenance
- HMS will fund Corcentric's transaction charges

5. What Dealer resources will be involved?

- Dealers IT personnel

6. How long will it take?

- 7 to 10 days if Corcentric is already integrated or dealer decides to use Corcentric's web portal
- The DBS will be the determining factor if Corcentric is not currently integrated.



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- 7. My business system has the ability to send electronic invoices can I use this ability?**
- Yes, please contact Dave Lindeen at Corcentric 877-790-7272.
- 8. I am not sure if I can send invoices electronically off my business system?**
- Please contact Dave Lindeen at Corcentric 877-790-7272.
- 9. Where do we go for help if we have problems with Corcentric integration?**
- Corcentric Customer Service
 - Help Desk Hours: Monday - Friday 7 AM to 7 PM EST.
Help Desk Phone: 1-877- 825-3823
Help Desk Email: helpdesk@corcentric.com
 - Hino Motors Sales Help Desk:
HMS Help Desk Hours: Monday – Friday 7:30 AM – 6:00 PM Eastern time
Help Desk Phone: (248) 648-6499
Help Desk Email: support@hino.com (Joel McDonald and Gary McGaughey)
Non-business hours support: 313-592-5959 (including Saturday and Sunday)
- 10. What happens if part number, price or participating Mega-Fleet is in error?**
- Error notification will be emailed to dealer
 - Web portal will show dealer the error on the invoice, which needs to be corrected
 - Dealer corrects invoice and resubmits invoice through Corcentric
 - PTL automatically rejects any invoices that are in error.
- 11. How will cores be handled?**
- Corcentric will have the capability to process core billing
- 12. Is this a parts only program:**
- No, you are able to bill parts and service labor through the program. If service labor is being billed you must include the vehicle information being serviced with the invoice.
- 13. What about labor, sublet, shop supplies, and hazardous material charges associated with the parts order?**
- Depending on the Business System, it will be billed through the same processes
 - If labor billing is not available through the Business System then the dealer will use the manual invoice through the web portal
 - Labor charges, sublet, shop supplies, and hazardous material disposal costs will be accepted and passed through by the Corcentric web portal.
- 14. How much do I bill labor for?**
- Do to the various economic conditions in each dealer's location and branches, labor should be at normal labor rates for service work preformed.



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15. How are taxes handled?

- Taxes will be passed through. That is why it is important that the price the participating dealer charges HMS be the same as the price HMS charges the Registered Mega-Fleet.

16. How will Mega-Fleet system handle cancellations or returns?

- Credits and returns will be processed through Corcentric

17. What is the Mega-Fleet price level?

- The Mega-Fleet price level will initially be Dealer Net + 30%. This is currently the Fleet Price in Dealer Connect and the warranty reimbursement mark-up rate.
- This results in Dealer Gross Margin of 23%.
- HMS reserves the right to change the Mega-Fleet price level at any time. HMS however, intends to inform the Dealer Advisory Council in advance prior to effecting any change.

18. How will Dealer receive payment?

- Originally dealers requested payment by separate check weekly. We indicated we could not handle this with our system currently without a major modification. Therefore we announced using a credit invoice. During live testing we experienced significant problems handling these transactions. Consequently we will issue a check weekly, but it will be included with the CPA check and stub detail. However, we will be providing a Corcentric Mega-Fleet Invoice Summary that will allow your accounting department to allocate funds properly. It will be included with the check.

19. How does a HMS Dealer Invoice a Mega-Fleet?

Invoices can be received by Corcentric for a Mega-Fleet in two (2) methods. They are electronic file format, and web-based invoice entry form.

- **Electronic File Format:** The invoice can be received in an EDI, XML, or other file formats. Corcentric can work with the HMS dealer to receive the invoice electronically. Currently, Corcentric can receive invoices from over thirty business systems which include Karmak and they are in the final stages with ADP. The integration function to receive invoices electronically excludes any applicable charges that may flow from a HMS Dealer Business System vendor or other third party.
- **Web-Based Inventory Entry Form:**
The HMS dealer would log onto the Corcentric web-site and would create the invoice online. The part numbers that are set up on Mega-Fleet pricing would be available in a dropdown box with pricing to select. Any other part numbers could also be entered.



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- 20. Will there be additional hardware exposure costs, for example computers, printers, and routers?**
- If the Dealer chooses to use Corcentric's web portal, the same hardware and configuration that is currently used to enter Dealer Connect will work for Corcentric. All that is required is internet access and a browser.
 - If the Dealer chooses to integrate the DMS with Corcentric, there may be one-time configuration charges from your service provider. In almost every case, your existing equipment will be sufficient.
- 21. Cost + 30% (23% Gross Margin) does not yield an adequate profit for the dealership.**
- The Mega-Fleet price level will be initially set at Dealer Net + 30%. This is incremental sales for the fastest moving parts already in the Dealer's inventory.
 - The real measure of inventory performance is Return on Inventory Investment. A simple variation of this calculation for the Parts Department is Gross Margin times Inventory Turnover. The higher the velocity of inventory turns, the lower the gross margin percentage that can be sustained.
- 22. Can we edit the prices from the price sheets?**
- The system will accept lower prices but not higher prices.
- 23. How do I process credits?**
- Process credits the same way you would a parts order but use negative quantities for the part.
- 24. Will the Dealer be charged adjustments on the sale of parts to Registered Mega-Fleets if price tapes from HMS to service providers are delayed?**
- If the price invoiced does not match the price HMS has provided Corcentric, the transaction will not process and Dealers will receive an error message.
 - HMS will be providing price files to service providers on a monthly basis.
- 25. The Mega-Fleet Program and Practices stipulates that the parts must have been originally purchased from HMS. What happens if the parts are obtained from another dealer?**
- HMS will often be required to provide an additional discount to the Registered Mega-Fleet. In those cases it is essential that HMS does not provide a parts rebate to the Mega-Fleet for parts not purchased from HMS. This becomes increasingly important as the domestic content of the vehicle increases.
 - Ultimately, if the quantity of a specific part number sold by a Participating Dealer to a Registered Mega-Fleet exceeds the quantity the Dealer purchased from HMS, the transaction will be prevented.



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26. My part numbers are different than Hino's?

- It is best to use Hino part numbers but you can manage other part numbers through a parts Cross Reference feature within the Corcentric system.

27. If an old part number is entered into Corcentric's site, will they have the capability of recognizing and superseding similar to our DCS system? Or, will the dealer have to use the most current part number?

- No. Corcentric does not have the supersedures functionality as would be found in Dealer Connect. However, if the user is entering part numbers different from the current price file, there is a cross reference feature within Corcentric that is described in the "Instructions for using the Hino Trucks Mega-Fleet Website."

28. When will dealers receive User Names and Passwords?

- Username and Password Login information will be emailed including instructions on how to get into the test environment on request.

29. I don't have a login and password or I have forgotten them?

- Contact Hino help desk at 866-372-4466 or send an email to helpdesk@hino.com.
- Should you require additional logins or changes contact Kathy Pellegrino at Corcentric by email: kpellegrino@corcentric.com.

30. What if the part is not a part available through Hino do I still bill it through here?

- Yes. However, we will screen those parts to be sure that they could not be sourced from HMS. We will use this information as a basis to consider adding part numbers to our current inventory, if possible.

31. Once we become enrolled as a Participating Dealer, what happens next?

- Dealers will receive a Parts Bulletin that will describe when training from our DSPMs and DPMs will commence as well as an overview of using the web portal. It will also describe the Go Live date.
- DSPMs and DPMs will visit each dealer providing training on entering orders into the Corcentric portal. Also, user manuals will be provided.

32. I never signed up for training, how do I get training?

- Contact Hino help desk at 866-372-4466 or email at helpdesk@hino.com.