

Date: July 26, 2016

To: HMS Dealer Principals and Sales Managers

From: Thomas M. Marchini, Sr. Manager Training

Subject: Training Schedule 2016, 2nd Half - Hino Parts Professional Training

Hino Motors Sales USA, Inc., (HMS) is pleased to announce the **Training Schedule for 2016**. Classes will be conducted in the Novi, MI and Ontario, CA training centers.

New for this year, we are conducting HPPT classes at the Memphis PDC on a regular rotation throughout the year. The 2.5 day HPPT provides Parts Personnel and Parts Managers with the skills and knowledge required to:

- Communicate effectively with technicians and customers
- More efficiently find components in the electronic parts catalog
- More effectively manage their parts inventory

Class content will include the following:

Conventional and COE Hino Trucks Technical Product Overview

The technical product overview provides parts professionals with truck system and component operation knowledge, including an introduction to the 2017 model year Conventional and COE trucks. This technical knowledge is intended to help parts professionals communicate more effectively with their service department colleagues. Activities include a truck walk-around to help participants identify the most important / top moving parts.

Hino Electronic Parts Catalog (EPC) Training

EPC training provides parts professionals with the knowledge and skills required to easily search for and find required truck parts. Learning is reinforced with an in-depth series of hands-on exercises, using Hino Training laptops.

DCS Training

DCS training provides parts professionals with the knowledge and skills required to determine order status, perform inventory inquiries, and identify outstanding recalls with a complete explanation of all the tabs in the DCS. Hands-on activities using laptops are included.

Hinonet.net Training

- Introduction to all Hinet Parts tabs with a brief explanation as to what they are and what information they provide the parts person, with emphasis on the following:

✓ Hino Genuine	All Makes	QR Guides
✓ Sales and Promotions	Hino Style Accessories	Marketing Flyers
✓ Document Center	Quest for the Cup	Added Rewards
✓ Loyalty Reward Center	HinoTech	Hino Source
✓ Hino Premier Customer Care	Customer Database Info	

NOTE: To obtain maximum learning, please verify all participants have the following before arriving at the training center:

- Valid DCS user name & password
- EPC user name & password
- HinoNet username & password

Registration for Classes

You can register for classes on HinoNet by selecting; ***Training / Classroom Training / Parts Training / Classes***

DATE	Hino Parts Professional Training	Location
July 26 - 28	HPPT - NTC	NTC - Novi, MI Training Center
Aug 23 -25	HPPT - OTC	OTC - Ontario, CA Training Center
Sept 27-29	HPPT - MEM	MEM - Memphis, TN Parts Center
Oct 11 -13	HPPT - NTC	NTC - Novi, MI Training Center
Nov 8 -10	HPPT - OTC	OTC - Ontario, CA Training Center
Dec 6 - 8	HPPT - MEM	MEM - Memphis, TN Parts Center

NOTE: You must obtain a HinoNet Logon and Password before you can register for training.

Requesting a HinoNet ID

To obtain a HinoNet ID, go to HinoNet.net using the following link

<https://www.hinonet.net/NewUser.aspx>

Click on "Request a New HinoNet ID," fill out the appropriate information, then click "Submit". The Hino IT Department will provide your user ID and password via email.

Requesting a EPC ID

Send an email to support@hino.com. State your dealer code, your full name, and your title at the dealership. Our IT Department will email your user ID and password.

Requesting a DCS ID

All Hino dealers currently have one user ID and password to access Hino DCS. For questions, email support@hino.com. State your dealer code, your full name, your title at the dealership & your question(s). Our IT Department will respond ASAP.

There is NO CHARGE for Hino Parts Professional Training including all necessary training materials. Hino Motors Sales (HMS) will also provide lunches each day during the course. Hotels, meals (other than lunch), incidentals, and transportation expenses will be the responsibility of each participant or dealer.



Hotel Information

Hotel information and directions for the Novi, MI Training Center and the Ontario, CA Training Center can be found on Hinonet.net/Parts tab /Training tab/ General Information tab.

Novi Training Center

41280 Bridge Street
Novi, MI 48375

Ontario California Training Center and Parts Distribution Center – *NEW LOCATION*

5300 Ontario Mills Parkway
Suite 400
Ontario, CA 91761

National Parts Distribution Center (Memphis)

8425 Airways Blvd.
Suite 101
Southaven, MS 38671