

Happy New Year: New Solutions for a New Year

Happy
New
Year!


Yes, a new year is upon us once again and offers more promise than ever! As we embark on a new year in 2005, ADP Hayes-Ligon is taking advantage of the momentum in bringing more service business to dealerships. We know that in order for you to provide better service than the aftermarkets and independents, we must continue to provide you with the best products and services. How do we do that?

For starters, we are enhancing our products' features and functionalities, continuing to ensure timely data updates, and increasing our overall client support services.

ADP Hayes-Ligon has developed an online computer-based training (CBT) program for your convenience. This training program promotes the successful use of the ServicePricing product.

Onboard clients may access our latest CBT online at www.DealerSuite.com which allows users to review step-by-step instructions at their own pace for service managers, service advisors, technicians, parts counter, and sales functions.

To launch the online CBT, follow the steps below:

1. Log on to **www.DealerSuite.com**
2. Double click on **ADP Training** (located in the Dealer Solutions Section)
3. Click on **Training Management System & e-Learning**
4. Enter your DealerSuite **Login** and **Password**
5. Scroll down and Click on ***e-LEARNING COURSES***
6. Select **e-Learning Service**
7. Select **ServicePricing User e-Learning**
8. Scroll down to Enrollment Options, Select the icon for eStudy ()
9. Select **Play** to launch the course

As the information and technology market expands, we too will expand our products and services to fit the needs of our clients. Stay tuned as this year and the next promise much success!

What's New

- 1 Happy New Year: New Solutions for a New Year
- 2 Holiday Schedule
- 3 Phone Shop Perfection!
- 4 New Enhancements

Holiday Schedule

Our office will be closed on Friday, December 31, 2004, in observance of the New Year holiday. Our Client Services staff will be back to assist you on Monday, January 3rd from 8:00 a.m. – 7:00 p.m. Eastern Time, our standard operating schedule. Call us at **1-800-523-8477, option 5**.

Best wishes for a happy and successful New Year!



Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of November. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

Dealership

Balise Chevy
Balise Ford of Westfield
Balise Lexus
Balise Motors – Mazda
Balise Toyota
Bert Wolfe Toyota
Brent Brown Toyota
Weidner Mazda

Carline

Chevrolet
Ford
Lexus
Mazda
Toyota
Toyota
Toyota
Mazda

Contact

Beth, Raphael
Bill
Connie, Courtney
John
Bruce, Steve
Burks
Jim
Klaus

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

ServicePricing Installation – press 3

Client Services (and WarrantyWizard Installations) -
press 5

ServicePricing Changes – press 7

**To access a party by extension,
press 6, enter their 4-digit extension
and press #**

**NOW IN EFFECT:
NEW CLIENT SERVICES
EMAIL ADDRESS!!!
client_support@adp.com**



New Enhancements



As always, we are working hard to add all the new enhancements that you have requested. If you would like to see an operation added that isn't currently included, please let us know.

- **Acura US:** 2005 model year data has been added to the following sections: Maintenance, Engine, Cooling System, Engine Electrical, Clutch, and Transmission.
- **Audi US & Canada:** Now contains 2005 model year data for the following sections: Internal Accessories, Retail Accessories, Cooling, Fuel Injection, and Fuel Supply.
- **BMW:** X3 accessories have been added to the product.
- **Chrysler US:** Now contains two new sections – Performance Parts-Internal and Performance Parts-Retail.
- **Ford US:** Now contains 2005 model year data for QCM. (electronic clients only)
- **Jaguar US & Canada:** Now contains 2005 model year data for the following sections: Internal Accessories and Retail Accessories.
- **Lexus:** 2005 model year data has been added to the product for the LX470, SC430, RX330, and LS430.
- **Nissan Canada:** Now contains a new section: NISMO Parts and Accessories.
- **Subaru:** Now contains 2005 model year data for all models.
- **Volkswagen US & Canada:** Now contains 2005 model year data for the following sections: Fuel Injection, Steering, and Fuel Supply.

401 N. Washington Street
Suite 300
Rockville, MD 20850

Client Services Support 1-800-523-8477, option 5
Visit www.DealerSuite.com