

NADA 87th Annual Convention and Exposition



This year's annual National Automotive Dealers Association (NADA) convention and exposition will be held on January 31- February 3, 2004, in Las Vegas, Nevada. ADP will be there to answer any questions you may have about ServicePricing™ and/or WarrantyWizard™.

Be sure to visit the ADP booth!

Tax Calculations: Any Changes?

Has your tax rate changed recently? Because the tax rate varies by jurisdiction, we rely on our clients to advise us of the specific changes. Please review your current *ServicePricing*™ tax calculations and contact the ADP Hayes-Ligon Change Group to update your customizations, if necessary. You may call (800-523-8477, option 7) or fax (301-294-4979) our Change Group for modifications in tax rate, labor times and rates, etc.



REMINDER: Load ZB040E Software

A number of clients on AE6.0 and higher have not yet loaded software release ZB040E. For those users not yet on ZB040E, you are missing out on creating Dealer-Defined operations.

Users who haven't loaded AE7.0 are missing the Related Repairs* functionality. We urge you to get your releases up to date so you can take advantage of both these functionalities.

REMINDER: Users do not have to log off their system to load the ZB040E software release. Please note that the AE6.0 (or higher) stack release must be loaded on your system before installing the ZB040E release.

What's New

- 1 NADA 87th Annual Convention and Exposition
- 2 Tax Calculations: Any Changes?
- 3 Reminder: Load ZB040E Software
- 4 Phone Shop Perfection!
- 5 New Enhancements



Phone Shop Perfection!

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

<u>Dealership</u>	<u>Carline</u>	<u>Contact</u>
Balise Chrysler	Chrysler	Kevin
Balise Honda Motors	Honda	Dave
Balise Lexus	Lexus	Connie
Balise Toyota	Toyota	Bruce, Steve
Garlyn Shelton Mazda	Mazda	Tony
Heritage Mitsubishi	Mitsubishi	Danny
Hoffman BMW	BMW	Craig
John Markel Ford	Ford	Dennis
LuJack Northpark Subaru	Subaru	Jessie
Towson Mazda	Mazda	Mike
Van Drisse L/M	Ford	John

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing Changes – press 7

Fax: 301-294-4979

Email: clientservices@hayes.ds.adp.com

40 West Gude Drive, Suite 200
Rockville, MD 20850



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.

- **Audi US & Canada:** Now contains 2004 model year data for the following sections: Transmission & Driveline and Suspension.
- **BMW:** The following sections have been updated with 2004 model information: 00 Maintenance, 36 Wheels/Tires, 34 Brakes, and 72 Body/Internal and Retail Accessories.
- **Ford US & Canada:** Now contains 2004 model year data for all models.
- **Honda US:** The following sections have been updated with 2004 model year data: Service Menus, Factory Maintenance, Maintenance, Engine, Cooling, and Engine Electrical.
- **Lexus:** 2004 model information has been added to all sections for the following models: GX 470, IS 300, LX 470 and RX 330.
- **Mercedes-Benz US & Canada:** The following sections have been updated with 2004 model information: Maintenance and Service Menus.
- **MINI:** The following section, 72 Body/Internal and Retail Accessories, has been updated with 2004 model information.
- **Nissan Canada:** The entire product has been updated with 2004 models.
- **VW US & Canada:** Now contains 2004 model year data for the Engine Electrical section.

Client Services Support 1-800-523-8477, option 5

Visit www.DealerSuite.com