

ADP ServicePricing™: On Target in RO Analysis

ADP Hayes-Ligon completed a Repair Order (RO) analysis for dealers that wanted to compare their dealership's most common customer pay service operations with those operations included in *ServicePricing™*. Our service-pricing goal is to provide accurate price quotes for 85% to 90% of the most common customer-pay repairs. (Most common repairs are defined as those repairs billed more than once in a given time period.)

In a recent RO analysis of approximately 1,000 random repair orders, Hayes-Ligon discovered that *ServicePricing™* contained 94% of the most common repairs listed on the ROs. In addition, those service repairs that were billed only once in a given time period were surveyed. The results concluded that *ServicePricing™* contained 88% of those less billed repairs, still well within our goal of 85% to 90%.



The results of this latest survey demonstrate that *ServicePricing™* remains on target covering more than 90% of the most common customer-pay repairs.



Tax Calculations: Any Changes?

Has your state tax rate changed recently? We are aware that California, in particular, has had recent changes, but 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. If your tax rate has changed, please contact the ADP Hayes-Ligon Change Group to update your customizations.

In order to ensure accurate pricing quotes from *ServicePricing™*, call our Change Group today for modifications in tax rate, labor times, and rates, etc.

Call the Change Group today at
1-800-523-8477, option 7!

What's New

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Helping to provide the best in client and customer satisfaction!

Phone Shop Perfection!

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

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|----------------------------------|------------------|
| Acura Centre | Russ |
| Acura West | Carmen |
| Acura Woodbine | Stan |
| Alma Honda | Serg |
| Atlantic Acura | Helena |
| Auto Frank et Michel | Allen |
| Autos Economiques Casavant | Louise |
| Balise Chrysler | Kevin, Lorraine |
| Balise-Toyota | Alex, Bruce |
| Bathurst Honda | Dean |
| Bert Wolfe Ford | Jonathan |
| Bert Wolfe Toyota | Burks, Ed |
| Brantford Honda | Steve |
| Castle Honda | Linda |
| Chagnon Honda | Josse |
| Clint Newell Motors – Toyota | Brad |
| Cumberland Honda | Lana |
| Frank J. Lynch Motors Inc | Bill |
| Fundy Honda | Joel |
| Giles Volvo | Vicky |
| Gunther Mazda | Mike |
| Honda de Boucherville | Derrick |
| Honda de Terrebonne | Daniel |
| Inskip Autocenter | Enrique |
| Inver Hills Mazda | Greg |
| Jimmy Vasser Chevy Toyota | Vince |
| Kari Toyota | Rob |
| Lallier Auto (Charlesbourg) Inc. | Nancy |
| Lithia Toyota | Andy, Eric, Greg |
| Midwestern Auto Group | osh |
| Nemith Lincoln Mercury | Scott |
| Newmarket Honda | Michelle |
| Performance Acura | Colleen |
| Porsche of North Orlando | Cameron, Kevin |
| Quality Toyota | Mark |
| Reeves Import Motor Cars | Jeff, Skip |
| Regency Honda | Rob |
| Seeger Toyota of St. Robert | Billy |
| Sept-Iles Nissan, Inc. | Gaston |
| Superior Volvo | Wayne |
| Terry Shaver Pontiac, Inc. | Ben, Steve, Tim |
| The Automaster | Pat |
| Thomas Toyota – OR | Ron |
| Toyota of Puyallup | Steve |
| Toyota of Vallejo | Merle |
| Trent Valley Honda | Rosanne |

New Enhancements



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

Acura US: MOTOR Labor Times (formerly Chilton) have been updated through 2001 model year.

BMW: Additional 2001 model information has been added to the following sections: 72-Body/Internal Accessories and 72-Body/Retail Accessories.

Ford Canada: All sections now contain 2001 model year data. Diesel oil was previously represented in units of 10 quarts, now based on single quart unit pricing. Please review applicable operations. MOTOR Labor Times (formerly Chilton) have been updated through 2001 model year.

Ford US: All sections now contain 2001 model year data. MOTOR Labor Times (formerly Chilton) have been updated through 2001 model year. New op codes have been added to QCM. (Ford U.S. clients will receive a detailed letter under separate cover.)

Honda US: MOTOR Labor Times (formerly Chilton) have been updated through 2001 model year.

Mazda US: Now contains new operation FL03 Fuel Tank, Replace.

Mercedes Benz Canada: 2001 model information has been added to the following sections: Service Menus, Maintenance, Brakes, and Fuel.

Mercedes Benz US: 2001 model information has been added to the following sections: Service Menus, Maintenance, Brakes, and Fuel.

Nissan Canada: 2001 model information has been added to the following sections: Air Conditioning, Automatic Transmission, Brakes, Cooling System, Electrical, Emissions, Fuel, Maintenance, and Tune-Up.

Toyota Canada and US: 2001 model information has been added to the following sections: Automatic Transmission, Exhaust, Front Suspension, Rear Suspension, and Standard Transmission.

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

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