



## The Complete Workflow Tool: Saves Time and Money



Although originally designed as a convenient quoting system, ServicePricing has evolved into a complete workflow tool that allows the dealership staff – service managers, service advisors, parts counter personnel, technicians, and sales staff – to work collectively to save time and energy spent on researching labor times, parts availability and pricing, and focus on generating more revenue.

Statistics show that the average technician spends *over an hour a day* obtaining pricing information. Additionally, parts counter personnel spend up to *one half of every day* dealing with pricing information. Furthermore, most dealerships will lose an average of 10 minutes per technician every hour on parts-pricing research. Technicians should be spending that time repairing the vehicles, not walking back and forth to the parts counter.

Now assume that your dealership has 10 technicians with a \$60 labor rate. If each technician spends 10 minutes per hour at the parts counter, that's over an hour a day per technician at the counter. And if each technician spends an hour at the parts counter a day, that means you're losing \$60 per technician, times 10 technicians, for a total of \$600.00 per day! That works out to \$12,000 a month, or \$144,000 per year! Those trips to the parts counter cost a lot of money because they waste a lot of time.



ADP ServicePricing cuts that wasted time thus saving you money. The purpose of ServicePricing is simple; by reducing the time spent gathering parts and pricing information, you will gain more time to provide quality service. ServicePricing is an effective and valuable tool that helps eliminate that wasted time. Time is money! ServicePricing does the figuring so you can get back to business!

### What's New

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### New Warranty Wizard Product



Good News! WarrantyWizard™ Nissan is currently in field-test and will be available for general release this spring. If you are interested in receiving more information on this product, contact our sales group at 1-800-523-8477, option 2.

**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.

### Dealership

Balise Chevy  
Bert Wolfe Toyota  
Bill Jacobs Motorsports  
Classic Cadillac  
Dan Kruse BMW  
Deland Toyota  
James Toyota  
Lithia-Camp BMW  
Lithia Toyota  
Lokey Motor Co.  
Luxury Vehicles - Hudson Val  
Mercier Nissan  
Monaco and Sons Ford  
Quality Toyota  
Reliable BMW  
Riverside Motors  
Tysinger Mercedes-Benz

### Carline

Chevrolet  
Toyota  
BMW  
Cadillac  
BMW  
Toyota  
Toyota  
BMW  
Toyota  
Mercedes-Benz  
BMW  
Nissan/Canada  
Ford  
Toyota  
BMW  
Mercedes-Benz  
Mercedes-Benz

### Contact

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Mike  
Allen  
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Pat  
Chris  
Jeremy  
Shawn  
LaDonna

### 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](mailto:clientservices@hayes.ds.adp.com)**

## 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:

- **Audi US:** Now contains 2003 model year data for the following sections: Brakes, Steering, and Body
- **Audi Canada:** Now contains 2003 model year data for the following sections: Brakes, Steering, and Body.
- **BMW:** The following sections have been updated with 2003 models: 12-Engine Electrical, 13-Fuel System, 16-Fuel Supply System, 17-Cooling, 18-Exhaust, and 34-Brakes.
- **Ford US:** Now contains 2003 model year data and MOTOR (Chilton) Times for all sections.
- **Ford Canada:** Now contains 2003 model year data and MOTOR (Chilton) Times for all sections.
- **Hyundai:** 2003 models have been added to all sections.
- **VW US:** Now contains 2003 model year data for the following sections: Exhaust & Emissions, Transmission & Driveline, and Engine Electrical.
- **VW Canada:** Now contains 2003 model year data for the following sections: Exhaust & Emissions, Transmission & Driveline, and Engine Electrical.

**NOTE:** Our source for MOTOR Times is the MOTOR Professional Service Trade Edition #18887 (Blue Book).

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

Visit [www.DealerSuite.com](http://www.DealerSuite.com)