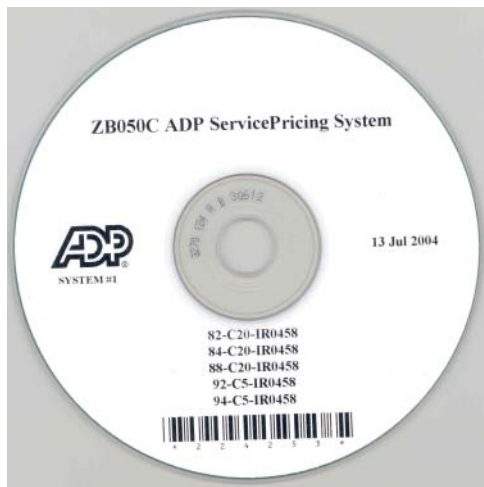


ATTENTION ADP DMS USERS!!

See enclosed attachment referencing clients' top five ServicePricing benefits

ServicePricing Upgrade: ZB050C Latest Release



Have you seen this CD? If so, please load it immediately to take advantage of the latest functionality ServicePricing ZB050C has to offer! This release offers the enhancements dealers have requested so don't hesitate to begin maximizing your dealership's earning potential.

It only takes 5 minutes to load so why wait? Here's a glance at some of the new features:

- **Scheduled Maintenance** (*available for select manufacturer lines only*) – allows user to select a service interval (ranging from 3K/5K to 150K) and view a list of sub-operations and descriptions that exactly mirror owners' manual specifications.
- **Labor Time Multiplier** – allows user to modify Labor Time Multipliers/escalators at the account and section levels. Users also have the capability to force a labor time and/or dollar amount at the Operation level.

Many clients have already installed ZB050C and are receiving these benefits and more! So what are you waiting for?

Avoid Phone Tag... E-mail Us

Did you know that your dealership can save time by e-mailing our Client Services staff with your questions? You may find e-mail to be an effective method of communicating with us. If you have a straight-forward question or request, please direct it to client_support@adp.com. This will allow you to contact us and review our response at your convenience.

E-mail us today!

What's New

- 1 ServicePricing Upgrade: ZB050C Latest Release
- 2 Avoid Phone Tag...E-mail Us
- 3 Tax Calculations: Any Changes?
- 4 Phone Shop Perfection!
- 5 New Enhancements

Tax Calculations: Any Changes?

Has your state 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. 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 or fax (301-296-7250) our Change Group for modifications in tax rate, labor times and rates, etc.

Call the Change Group today at 1-800-523-8477, option 7 or e-mail as stated above!

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 Ford of Wilbraham
Balise Chevy
Balise Ford of Westfield
Balise Lexus
Balise Toyota
University of VW
S&S Mazda

Carline

Ford
Chevrolet
Ford
Lexus
Toyota
Mazda
Mazda

Contact

Danny, Sarah
Beth, Buck
Bill
Connie
Bruce
Debbie
Neil

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 person by last name,
press 6 and enter their last name**

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

Fax: 301-296-7250

E-mail: client_support@adp.com

401 N. Washington Street
Suite 300
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:** 2005 model year data has been added to the following sections: Brakes and Steering.
- **Chrysler US & Canada:** The following sections now contain 2005 model year data: Internal Accessories, Retail Accessories, Maintenance, Service Menus, Fuel, Tune Up, Air Conditioning, Brakes, Body, Clutch, Cooling, Electrical, and Emissions.
- **Ford US & Canada:** Now contains 2005 model year data including MOTOR Labor Time updates for all sections (for licensed clients).
- **GM US & Canada:** All sections have been updated with 2005 model year data and MOTOR Labor Time updates for all sections (for licensed clients).
- **Jaguar US & Canada:** Now contains 2005 model year data for all sections except Scheduled Maintenance.
- **Mazda US & Canada:** The following sections now contain 2005 model year data: Maintenance, Tune Up, Brakes, Cooling, Electrical, Air Conditioning, and Fuel.
- **Mercedes-Benz US & Canada:** The following sections have been updated with 2005 model information: Engine, Engine Electrical, Cooling System, Clutch, Standard Transmission, Automatic Transmission, Front Suspension, and Rear Suspension.
- **MINI:** Now contains 2005 model year data for all sections.
- **Volkswagen US & Canada:** Now contains 2005 model year data for the following sections: Engine Mechanical, and Engine Electrical.

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

Visit www.DealerSuite.com