

ADP Hayes-Ligon: Our Offices Are Moving



We're moving! The ADP Hayes-Ligon office will be moving on Friday, May 21, 2004, to our new office at:

401 North Washington Street
Suite 300
Rockville, MD 20850

Our office will be closing early on Friday, May 21st at 2:00 p.m. Eastern to start the move so that we're fully functional on Monday, May 24th at 8:30 a.m.

Upon moving, our new local telephone number will be 301-296-7200 and fax number 301-296-7250. Our toll-free number, (800) 523-8477 and department options will remain the same.

ServicePricing: New PC Release in Field Test

Good News! ServicePricing PC 4.4.0 is successfully completing field testing with general release scheduled in May 2004. Existing clients can expect to see improved functionality of the existing ServicePricing™ PC product with the optional feature of Schedule Maintenance. The newly added Scheduled Maintenance section (*available to select manufacturers only*) will offer pricing information for service intervals as outlined in owner's manuals. Dealerships can expect to realize the following benefits:

- ✓ Increased productivity for the Service Advisor
- ✓ Enhanced ability to sell the value of the dealership's services
- ✓ Improved end-to-end service delivery and technician productivity

As the information and technology market expands, ADP Hayes-Ligon too will expand our products and services and continue to offer creative business solutions to our clients.

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Memorial Day Schedule

Although our offices will be observing Memorial Day on Monday, May 31st, our Client Services staff will be available to assist you from 8:30 a.m. to 5:00 p.m. Eastern Time (ET).

We wish you a happy and safe holiday weekend!



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 March. 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 Chevy	Chevrolet	Fran
Balise Chrysler	Chrysler	Kevin
Balise Ford of Westfield	Ford	Jason
Balise Honda Motors	Honda	Lorraine
Balise Lexus	Lexus	Connie
Balise Lexus	Lexus	Courtney
Cory Fairbanks Mazda	Mazda	Jim
Griffith Motors	Ford/Toyota	Ron
Harold Zeigler Linc/Merc	Ford	Joe
Town Motor Car Corp	Subaru	Gregg
Towson Mazda	Mazda	Mike
Weidner Volvo	Volvo	Klaus
Wilder Toyota	Toyota	Matt

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

(* See reverse side for new number, effective May 24th)

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.

- **Ford US and Canada:** The following new operations have been added: Pitman Arm-Replace (FS64), Idler Arm-Replace (FS65), Serpentine Belt Tensioner-Replace (CS16), Link, Stabilizer Bar (Front) – Replace (SR91), Control Arm, Upper – Replace (FS31).
- **KIA:** 2004 model information has been added to all sections.
- **Mercedes-Benz US:** 2004 model information has been added to Rear Suspension and Steering.
- **Mercedes-Benz Canada:** 2004 model information has been added to Rear Suspension and Steering.
- **MINI:** 2004 model information has been added to all sections.
- **Volkswagen US:** The following new operations have been added: Glow Plugs - Replace (EE48) and Glow Plug Relay – Replace (EE50).
- **Volkswagen Canada:** The following new operations have been added: Glow Plugs - Replace (EE48) and Glow Plug Relay – Replace (EE50).
- **Volvo US:** The following sections have been updated with 2004 model year information: Air Conditioning, Brakes, Cooling, Electrical, Factory Maintenance, Internal and Retail Accessories, Maintenance and Service Menus.
- **Volvo Canada:** The following sections have been updated with 2004 model year information: Air Conditioning, Brakes, Cooling, Electrical, Factory Maintenance, Internal and Retail Accessories and Maintenance.

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

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