



Advancing to the Next Level: ADP ServicePricing™ on CD

Good news! Our ServicePricing™ PC product (version 4.2.1) will be released on compact disc (CD). ServicePricing PC 4.2.1 is successfully completing field-testing with new features and functionality, including the conversion from diskettes to CDs. This product should be available for general release in the September/October 2003 timeframe.

Existing clients can expect to see improved functionality of the existing ServicePricing™ PC product with the additional following benefits of the 4.2.1 release:

- **Related Repairs** (*select manufacturers only*) – Prompts user to consider additional services that may benefit the customer (e.g. Replace Water Pump and also replace belts, replace upper and lower hoses)
 - ✓ Convenient for the experienced Service Advisor
 - ✓ Learning tool for the inexperienced Service Advisor
 - ✓ Increases CSI (gets the full job done right the first time)
- **Adjusted Quotes** - Allows user to adjust individual quotes by labor hours, part quantity, or discount any line of the quote

Although converting to CDs represents an advanced step in the right direction, Hayes-Ligon understands that all of our clients may not be equipped to support this progression. So, we would like to hear from you in advance of this release. Contact our Client Services Department at 800-523-8477, option 5 to let us know only if your PC is not equipped with a CD drive.

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.

What's New

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Tax Calculations: Any Changes?

Has your state tax rate changed recently? We are aware that New York, 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 or fax (301-294-4979) 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!

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 June. 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
Balise Chrysler
BMW of Idaho Falls
Broncho BMW
Cardenas BMW
Coastal Motor Cars
First Team Isuzu
Fitzgerald Toyota
Grayson BMW
Heritage Mitsubishi
Kirk Auto Company
Martin Mazda
Marty Sussman Leasing Inc
Moss BMW
Royal Toyota
Somersworth Nissan Inc.

Carline

Chevrolet
Chrysler
BMW
BMW
BMW
BMW
Isuzu
Toyota
BMW
Mitsubishi
Ford
Mazda
BMW
BMW
Toyota
Isuzu

Contact

Bob, Greg
Kevin
Jeana
Charlie
Alex
Bill
Neil
Sandy
Craig, Michael
Val
Hugh
Chuck
Ed
Don
Shawn
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

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.

Also, users of many of our electronic products have the capability to set up their own operations.

- **Jaguar US:** The following sections have been updated with 2003 model information: Maintenance, Engine Air & Fuel, and Engine Electrical.
- **Jaguar Canada:** The following sections have been updated with 2003 model information: Maintenance, Engine Air & Fuel, and Engine Electrical.
- **Lexus:** The entire product has been updated with the 2003 RX 300 and 2004 RX 330 models.
- **Mitsubishi:** The following sections have been updated with 2003 model information: Air Conditioning, Emissions, Engine Electrical, Clutch, Cooling System, Exhaust, Automatic Transmission, and Standard Transmission.
- **Porsche:** 2003 model information has been added to all sections.
- **Porsche Canada:** 2003 model information has been added to all sections.

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