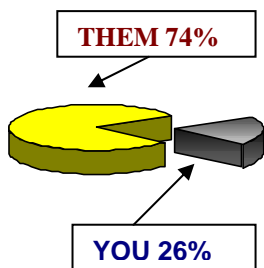


Figuring It All Out: The Benefits of ServicePricing

Many of you already know the benefits of using ServicePricing, but did you know that there are hard numbers to explain the success of using ServicePricing? Just take a look at the numbers to get both sides of the issue...



\$252 billion is spent every year in the U.S. on service and parts sales.
74% of the \$252 billion is spent at the independents and the aftermarket.
26% is all that dealers currently receive from customers for service and parts sales.

The good news is that ServicePricing can help your dealership achieve better numbers. An outside firm was contracted to evaluate the results of ServicePricing on dealers in the United States. The findings were dramatic:

- 2** times the sales growth in both parts and service was reported among dealers using ServicePricing as opposed to non-users.
- 2** times higher were the hours per repair order for dealerships with the program versus non-users.

It figures that ServicePricing dealers averaged higher customer pay labor sales and higher parts sales. Time is money! The less time spent on quoting prices to potential customers means more time to provide parts and services. This means more profit. ServicePricing does the figuring so you can get back to business!

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

What's New

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- 2 Tax Calculations: Any Changes?
- 3 Phone Shop Perfection!
- 4 New Enhancements

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!

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 Lexus
Balise Toyota
Classic Cadillac
Griffith Motors
Heritage Mitsubishi
John Keady Cadillac Pontiac
Middletown Toyota
Toyota of Puyallup

Carline

Chevrolet
Lexus
Toyota
Cadillac
Toyota
Mitsubishi
Pontiac
Toyota
Toyota

Contact

Beth
Courtney
Jeff, Steve
Alvin
Ron
Danny
Al
Liz
Chris

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

ServicePricing Installation – press 3

Client Services (and Warranty/Wizard Installations) -
press 5

ServicePricing Changes – press 7

**To access a party by extension,
press 6, enter their 4-digit extension
and press #**

Fax: 301-296-7250

**Effective August 1, 2004
NEW CLIENT SERVICES
EMAIL ADDRESS!!!**

client_support@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.

- **BMW:** The following sections have been updated with 2004 model information: 54-Convertible Top/Sunroof; 61-Electrical; 62-Instruments; 63-Lights; 64-A/C and Heating; 65-Radio; and 32-Steering.
- **Isuzu CV:** 2004 NPR, NQR, FTR, FVR, FXR and the 2005 NRR have been added to the product.
- **Jaguar US:** Now contains 2004 model year for all sections.
- **Jaguar Canada:** Now contains 2004 model year for all sections.
- **Lexus:** 2004 model information has been added for the ES 330 and SC 430.
- **Mercedes-Benz US:** 2004 model information has been added to the following sections: Body, Body Electrical, and Electrical.
- **Mercedes-Benz Canada:** 2004 model information has been added to the following sections: Body, Body Electrical, and Electrical.

401 N. Washington Street
Suite 300
Rockville, MD 20850

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

Visit www.DealerSuite.com