

## ServicePricing: A Life of a Quote

Although originally designed as a convenient quoting system, ServicePricing has evolved into an effective workflow tool that allows the dealership staff – service managers, service advisors, parts counter personnel, and technicians – to work collectively to save time and energy spent on researching labor times, parts availability, pricing, and focus on generating more revenue. Below is a typical path a quote can follow and the impact it has on several departments within a dealership:

- Customer calls into service with description of issue or repair needed and requests quote
- Service Advisor (SA) utilizes ServicePricing to provide quote, providing customer with complete labor and parts pricing
- Quote is saved and printed
- Customer accepts work and the quote is rolled into a Repair Order (RO)
- RO is given to technician for diagnosis; technician performs repair or diagnostics
- Problem is found, maybe further issues are detected as well
- With ERO, technician will request additional repairs and dispatch request to the SA to obtain customer approval
- Lines are saved and sent back to the SA for approval/denial
- SA goes into the quote and reviews the requested additional work to approve/deny work
- Copy of quote is sent to Parts for parts to be tagged
- Work is completed by the technician
- Final stop for the quote is Post Final Charges (PFC) where it is closed out

As demonstrated above, the ServicePricing system produces accurate and consistent parts and service pricing at the hands of dealership personnel, thus creating a flexible workflow that will increase productivity, efficiency, and revenue.

**This is a win-win situation!**

## Tax Calculations: Any Changes?

Has your state tax rate changed recently? We are aware that Tennessee, 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 our

Change Group today for modifications in tax rate, labor times and rates, etc.  
**Call the Change Group today at 1-800-523-8477, option 7!**

### What's New

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## Labor Day Schedule

We extend our warm wishes to you over the holiday weekend! Although our office will be observing Labor Day on Monday, September 2<sup>nd</sup>, our Client Services staff will be available to assist you from 8:30 a.m. – 5:00 p.m. Eastern Time. Call us at **1-800-523-8477, option 5.**

Have a happy and safe holiday!



## Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of July. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

### Dealership

Andrew Toyota  
Automotive Galleries Inc.  
Balise Chevy  
Balise Chrysler  
Balise Ford of Westfield  
Balise-Toyota  
Bert Smith International  
BMW of Chattanooga  
Braman Motorcar/W Palm Bch  
Century BMW  
Checkered Flag BMW  
Cobourg Nissan LTD.  
Delon BMW  
Fields BMW Lakeland  
Garlyn Shelton BMW  
Huntington KIA Superstore  
I G Burton & Co. Inc.  
Jon Murdock Inc.  
Kim Beck KIA  
Lauderdale Imports Ltd  
Lujack Auto Plaza (Honda)  
Lujack Auto Plaza (Mazda)  
Quality BMW  
Ragsdale KIA  
Rasmussen BMW  
Ridgefield European Motors  
San Diego BMW  
Savage BMW  
South Bay BMW  
Suburban KIA  
Newcastle Nissan  
Novato Toyota  
Town & Country Motors  
Toyota of Puyallup  
Wills Toyota

### Carline

Toyota  
BMW  
Chevrolet  
Chrysler  
Ford  
Toyota  
BMW  
BMW  
BMW  
BMW  
Nissan/Canada  
BMW  
BMW  
BMW  
KIA  
BMW  
KIA  
KIA  
BMW  
Honda  
Mazda  
BMW  
KIA  
KIA  
BMW  
BMW  
BMW  
BMW  
KIA  
Nissan/Canada  
Toyota  
Toyota  
Toyota  
Toyota

### Contact

Scott  
Wayne  
Mark  
Kevin  
Jeff  
Steve  
Matt  
David  
Cary  
Mike  
Alan  
Carolyn  
Michael  
Steve  
Joe  
Charlie  
Mike  
Bob  
Jana  
Max  
Tammy  
Simon  
Barbara  
Eliseo  
Rosemary/Tony  
Steve  
Brad  
Jim  
Dan, Henry  
Michael  
Dwayne  
Sharon  
Troy  
Steve  
Kevin

## 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:

- **Acura Canada:** Now contains 2002 model year data for all sections.
- **Acura US:** Now contains three new operations (MN08, MN09, MN14) for the OEM Tire Replacement Program.
- **BMW:** Accessories have been added for the new E65 and E66 7 Series.
- **Honda US:** Now contains three new operations (MN08, MN09, MN14) for the OEM Tire Replacement Program. 2003 Pilot Accessories have been added to the Internal and Retail Accessories sections.
- **Volkswagen Canada:** The following sections have been updated through 2002 model year: Brakes and Exhaust & Emissions.
- **Volkswagen US:** The following sections have been updated through 2002 model year: Brakes and Exhaust & Emissions.



## Electronic Data Distribution (EDD) is Here!

**Attention ServicePricing EDD clients:** You were recently notified, under separate cover, that you would be receiving future updates in the EDD format. Please expect to receive the next manufacturer update and all subsequent updates electronically.

ADP Hayes-Ligon is pleased to provide this level of efficiency and World Class service to our clients.

Client Services Support 1-800-523-8477, option 5  
Visit [www.DealerSuite.com](http://www.DealerSuite.com)