



The Internet: Dealerships' Growing Business Solution

According to a survey from the National Automobile Dealers Association (NADA), dealerships with several years of experience using the Web are experiencing greater sales from Internet leads. New statistics also demonstrate that dealerships operating Web sites since 1995 generate 13 new-vehicle sales a month, while stores that launched Web sites in 1999 or 2000 generate just five new-vehicle sales a month from Internet leads. "The more they work at it, the better they get at it," said NADA chief economist Paul Taylor. "There's a learning curve."

While NADA has surveyed dealers' use of the Internet since 1997, this is the first year it has examined sales in relation to how long a dealership has had a Web presence.

In addition, the survey revealed that 62 percent of dealers with Web sites have completed sales directly online. "This shows how dealers are embracing the Internet as a new means of marketing products and interacting with customers," said NADA chairman Harold B. Wells, a new-vehicle dealer in Whiteville, N.C. "Dealers are prepared to serve today's technology-savvy customers."

You can now see how important it is to be "connected". The Internet provides a wealth of resources for both dealers and customers' convenience and efficiency. And to support dealers' efforts to better serve their customers, ADP offers DealerSuite.com™ to dealers for quick and easy access to dealership specific services, products, tools, and a wide range of general business resources and services.

As the premier developer of industry solutions, ADP Hayes-Ligon is expanding our software products and support services to accommodate this fast-growing trend. In the near future, look for our ServicePricing™ and WarrantyWizard™ products to be offered on CD-ROM and Internet access to monthly data updates.

Source: [NADA News](#)



New ServicePricing PC Release...

ServicePricing PC 4.2.1 is in general release and offers dealers Related Repairs (*for select manufacturer lines*) and the ability to make on-the-fly changes. ServicePricing is currently being shipped and clients should be receiving the new release within the next few months. Upon receipt, please be sure to load the new software release as soon as possible to take advantage of the latest features and benefits of ServicePricing.

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 1st, 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!



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 July. 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 - Ford of Wilbraham	Ford	Brian
Balise Chevy	Chevrolet	Bob
Balise Chrysler	Chrysler	Kevin, Norm
Balise Ford of Westfield	Ford	Kurt
Balise Toyota	Toyota	Steve
Bell Road Mazda	Mazda	Don
Bountiful Mazda	Mazda	Dennis
Fletcher BMW	BMW	Danny
Jon Murdock Inc.	Mitsubishi	Bob
Lake Tahoe Isuzu Auto Village	Isuzu	Paul
Lakeland Automall-Isuzu	Isuzu	Nick
Merced Toyota	Toyota	Rob
Mid City Motor World	Toyota	Jeremy
Moss Motors Inc – BMW	BMW	Amanda
Perry Hall Pontiac	Pontiac	Jeremy
Scholfield Mercedes–Benz	Mercedes-Benz	Chuck
Towson Mazda	Mazda	Mike

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

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.

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

Attention Kia Precision Pricing Clients:

Part number **UM010 CH 002, Kia SPIII Transmission Fluid**, has replaced the generic ATF part for applicable models. Please call our Change Group with your specific pricing information for this part.

- **Mitsubishi:** The following sections have been updated with 2003 model information: Steering, Front Suspension, Rear Suspension, Body Electrical, Engine, Internal and Retail Accessories. This completes the 2003 model update.
- **Nissan US:** Accessories have been added for the 2004 Maxima, Quest, and Sentra.

Important Reminder:

We encourage our clients to take advantage of the ADP Support Channel. This Internet tool is offered as a complimentary support service through the ADP Intranet system. Onboard clients will particularly find this service useful for accessing current information and user documentation for our products.

To access the Support Channel, contact your baseline support region for an access code.

*ADP Hayes-Ligon continues to provide
World Class Service.*

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