

World-Class Service: Automotive Service Excellence

Did you know... that many of the Hayes-Ligon Vehicle Publications staff are certified Automotive Service Excellence (ASE) Parts specialists? It's true. The widely-recognized national ASE program tests persons on communication and sales skills, vehicle systems knowledge, vehicle identification, cataloguing skills, and inventory management. To earn certification, individuals must pass the exam(s) and have two years of on-the-job experience as a parts specialist.

The Vehicle Publications staff has worked an average of 20 years each as service managers, service advisors, parts managers, and parts counter personnel. That's more than 400 years of combined automotive experience! And as certified ASE specialists, they have demonstrated their commitment to their career and ability to perform to set standards.

Hayes-Ligon ASE Certified Parts Specialists:

Brian Clarke	Debra Breesman	Don Markward	Roger White
Rich Beaver	Mike DeProspo	Jay MacCracken	Mike Williams
Thom Bolek	Buddy Dunham	Chuck Moxley	
Tim Brady	Jamil Ergueta	Kris Smith	

Our Technical Editors and Product Team Supervisor are responsible for researching, formatting, and updating the vehicle data (including parts, labor, service and parts bulletins), which is reflected in your products. Their research involves collecting and assembling raw data from the manufacturer and external sources such as MOTOR Times and Walkers Exhaust. This internal expertise is the "vehicle" that gives you highly accurate data, which conforms to manufacturer specifications.

By ADP offering this diversity of automotive expertise, you can trust that you are getting the most current vehicle data available for *ServicePricing™* and *WarrantyWizard™*.

ADP Hayes-Ligon is pleased to provide more professional and knowledgeable service to you as our clients, while increasing client credibility and overall satisfaction.

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 6th, 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.

<u>Dealership</u>	<u>Carline</u>	<u>Contact</u>
Balise Chevy	Chevrolet	Beth
Balise Honda Motors	Honda	Kevin
Balise Lexus	Lexus	Connie
Balise Toyota	Toyota	Jeff
Bronco BMW	BMW	Charlie
Cherry Hill Volvo	Volvo	Joe
Jon Murdock Inc.	Mitsubishi	Bob
Mini of the Woodlands	BMW	Eric
S & S Dodge Mazda Towson	Mazda	Neal
Weidner Mazda	Mazda	Klaus

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

**NOW IN EFFECT
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.

- **Ford US:** Two new operations have been added to the A/C section: Compressor (Remanufactured) – Replace (AC90) and Compressor Clutch Assy. (Remanufactured) – Replace (AC53)
- **Ford Canada:** Two new operations have been added to the A/C section: Compressor (Remanufactured) – Replace (AC90) and Compressor Clutch Assy. (Remanufactured) – Replace (AC53)
- **VW US:** Now contains 2004 Phaeton data for the following sections: Brakes, Steering, Cooling, Electrical (Body), and Engine Electrical.
- **VW Canada:** Now contains 2004 Phaeton data for the following sections: Brakes, Steering, Cooling, Electrical (Body), and Engine Electrical.

New ZB050C Release:

The latest ServicePricing software release ZB050C is now in general release and offers dealers Scheduled Maintenance* and the ability to modify a Labor Time Multiplier/escalator at the account and section levels.

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.

Many have already loaded ZB050C so why wait?

* available for select manufacturer lines only.

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