

Figuring It All Out

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 Service Pricing? Just take a look at the numbers to get both sides of the issue...

\$189 billion is spent every year in the U.S. on service and parts sales.

80% of the \$189 billion is spent at the independents and the aftermarket.

20% 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 dynamic:

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!

82nd Annual NADA Convention and Exposition

This year NADA is holding their 82nd annual convention and exposition in San Francisco. It will be February 6-9, 1999. Hayes-Ligon will be there and is looking forward to the opportunity to get to know some of you personally. This year the theme for the convention is "The Voice of the Dealer" and we certainly would like to hear your voice while in San Francisco. It should be a very interesting and exciting convention. We hope you will stop by and introduce yourself to us and enjoy all the attractions of the convention. We'll be there to answer any questions, discuss any issues that you may have, and to talk about the ServicePricing product. To learn more about the NADA convention, check out their website at www.nada.org.

We look forward to seeing you there!

Changes for the New Year

It's the beginning of a new year and we tend to think of all the changes we'd like to make in our lives. These can often be difficult and tedious. Making changes to your ServicePricing client business rules, however, is one change that you should have no worries about. We'll gladly make any changes that you need simply and efficiently, free of charge. All that you need to do is call us at 1-800-523-8477, option 7. Let us know what changes you'd like to make; whether it is a change in labor rates, taxes, parts pricing or a variety of other options, we're here to make ServicePricing YOUR best pricing tool! If there is anything else that we can help you with, don't hesitate to ask!

More Phone Shop Perfection

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

We are now rewarding all those who achieved 100% with an ADP/Hayes-Ligon pen.

Asheboro Nissan	Mark
Continental Motors	Jim
Dave Holt Isuzu	Ryan
Firkins Nissan	Jeff
Gambrel	Kathy
Hammersley Motors Inc.	Kim
Jenkins Motors	Tim
King George Nissan	Fred
Kountry Nissan	Donna
Martin Honda - DE	Mark
Martin Mazda	Chuck
Mountain View Nissan	Sheila
Nissan of Fairfield	Lisa
Nissan Middletown	Rich
Royal Moore Toyota	Rick
Toyota of Sommerset	Brett
Valley Toyota - ND	Aaron
White River Toyota	Eric



HAPPY NEW YEAR!

We would like to wish you all the best in 1999. We will continue to strive to work with you against the aftermarket and independents. ADP/Hayes-Ligon, as always, will be here to assist in any way possible in order to help your parts and service sales to grow. Please let us know if there is anything we can do in the coming year. Thank you for your continued patronage. We work well together!

New Enhancements

As always, we are working hard to add all the new enhancements that you have expressed a desire for. The following are the newest enhancements:

Carline	Enhancement
Isuzu Light Vehicle	For the 1999 Rodeo three new operations have been added: Deflector (rear Wind) -Install, Spare Tire Cover - Install, and Step Rails - Install.
Isuzu Commercial Vehicle	The 1998-1999 NPR and 1999 NQR information has been included in all sections except Service Menus.
Nissan U.S.	Added "Key Value" clutch section.
Nissan Canada	A new operation has been added to the A/C section: "A/C System - Retrofitting R12 to R134a". Also updated: 1999 Sentra Accessories.
Acura U.S.	All remaining sections have been updated with 1999 model year information.
Honda U.S.	Internal and Retail Accessories sections now contain 1999 model year information.
BMW of N.A.	Internal and Retail Accessories sections now contain 1998 for all models, and 1999 model year information for the 3 series, as well as some new operations.
Toyota U.S.	All sections now have complete 1999 model year information.