

ServicePricing: New Miscellaneous OpCodes

ServicePricing now offers a complete operation code solution for tracking and marketing dealership initiatives. As you know, ADP Hayes-Ligon already provides 80-90% of the most common customer-pay repair operations in our pricing guide. And with ZB040, our next release currently in field test, dealers will have the ability of creating customized dealer-defined operations or modifying existing ServicePricing operations.

In trying to give dealerships more flexibility and, at the same time, more consistency with how their staffs create quotes and repair orders, a miscellaneous operation has been added to each ServicePricing section for users of our electronic products. This “blank” operation can be used for any operation performed by your dealership that may not be in ServicePricing. The operation can then be updated with labor and parts dollars and a description just as you would with one of your own dealer operations.

Imagine being able to specifically track hundreds of customer pay repairs in addition to the dealer-defined operations you set up on the system. Most dealers set up operations to mimic the factory warranty information by organizing the operation codes by section. ServicePricing does the same thing making it very easy to track repairs.

ServicePricing provides you the tool to conduct targeted marketing from the information obtained by the use of ServicePricing operation codes. A client can now track the number of hits and sales of a particular repair or determine what services have not yet been performed through this function.

Where an operation is not available in the pricing guide, dealers now have the option of first creating dealer-defined operations on our ZB040 release or taking advantage of the latest miscellaneous codes.



What's New

- 1 ServicePricing: New Miscellaneous OpCodes
- 2 Columbus Day U.S./ Thanksgiving Day (Canada) Schedule
- 3 Phone Shop Perfection!
- 4 New Enhancements

Columbus Day (U.S.)/ Thanksgiving Day (Canada) Schedule

We extend our warm wishes to those observing Columbus Day and to Canadians celebrating Thanksgiving! Our office will be open for business as usual on Monday, October 14th. Our Client Services staff will be available to assist you from 8:00 a.m. – 7:00 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 August. 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 Chrysler
BMW of Chattanooga
BMW of Medford
Brantford Nissan, Inc.
Century BMW – Greenville
Century BMW – Huntsville
D-Patrick BMW
Dayton Toyota
I G Burton & Co. Inc
Irvine BMW
Quality Toyota
Ridgefield Mazda
S&S Dodge Belair
Tomkinson BMW
Valley Autoworld Inc
Village Nissan
White Marsh Dodge

Carline

Chrysler
BMW
BMW
Nissan/Canada
BMW
BMW
Toyota
BMW
BMW
Toyota
BMW
Mazda
Dodge
BMW
BMW
Nissan/Canada
Dodge

Contact

Kevin
Desmond
Dan
Karen
Jim
Mike
Terry
Bob
Mike
Jose
Chris
Jeremy
Neal
Doug
Dwayne
Chris
Bridgett

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

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:

- **Honda US:** Now contains 2003 model year data for the Civic Hybrid in all sections except Body.
- **Jaguar US:** Now contains 2002 model year data for the following sections: Steering and Suspension, and Body.
- **Jaguar Canada:** Now contains 2002 model year data for the following sections: Steering and Suspension.
- **VW US:** The following sections have been updated through 2002 model year: Engine Electrical, Transmission and Driveline, and Suspension.
- **VW Canada:** The following sections have been updated through 2002 model year: Engine Electrical, Transmission and Driveline, and Suspension.

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

Visit www.DealerSuite.com