

ADP SERVICE PRICING

N e w s l e t t e r

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Telephone Surveys

Our Client Services Representatives have begun calling every one of our clients. This effort will be underway over the next several quarters. It is our goal not just to have satisfied clients, but to have **ENTHUSIASTIC** clients. One way we hope to achieve this is through a personal call rather than through a mailed survey. We want to hear what each of you has to say about our products and to make sure that you're aware of every associated advantage available to you.

Our representatives will be advising you on teletraining classes which are available and free of charge; that changes can be made at any time (some of which our electronic product users can make themselves)—also free of charge. You'll be hearing about ongoing initiatives such as our new operations solicitation and referral programs where you can earn "HL Bucks" which are redeemable for top-quality clothing merchandise. HL Bucks are also earned by members of your staff who get a perfect score when "shopped" by our mystery phone shopping staff.

Please take a few minutes of your time to participate when called. This is a great opportunity for you to give us your ideas and to make sure that you're taking full advantage of the various ways in which you can use our products.

Onboard Users Technical Update

For ADP Onboard clients, if you have loaded one of the following parts and service releases (PS620, PS630, PS920, PS930 or PS940) and you have the ADP Dispatching application, you also have the ability to map your Dispatch Codes to the Sections in ServicePricing.

By mapping Dispatch Codes, your Service Advisors will automatically have this information filled in on quotes, saving time and reducing errors when creating quotes that will be rolled into Repair Orders.

To map your Dispatch Codes, simply enter function "SSPI" (Setup ServicePricing Interface) from your service account, and choose the Dispatch option. The program prompts for carline and Dispatch Codes to map—by keying in **F12**, a list of available options will be displayed. Tagging the line will select the appropriate Dispatch Code, and then press **F3** to save the setups.

That's all there is to saving time for your Service Advisors and reducing errors in data entry! If you need assistance, please call your ADP Region Support center or call us here at ADP Hayes-Ligon.

Support Information

Below is a list of phone numbers that will be useful when needing support. The toll free phone number for ADP Hayes-Ligon's Rockville, Maryland office is 1-800-523-8477. After calling and receiving the main menu, choose from the options below for the specific department needed:

- Accounting/billing issues – press 1
- Sales – press 2
- New installation status – press 3
- General client support (including assistance with tape and disk loads for existing clients) – press 5
- Changes to setups/customizations – press 7
- Teletraining scheduling – press 459

More 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 alternate departments, and asked the caller for their business.

128 Sales	Mary
Apostolakis Honda	Jeff
Asheboro Nissan	Dale
Asheboro Nissan	Mark
Bill Cook Imports	Ty Fox
Buerkle Honda	Jim
Byerly Nissan	Ned
Century Chevrolet	Jeff B.
Einstein Nissan	Martin
Hamel Nissan	Daniel
Hansel Toyota	Jose
Ingram Park Mazda	James
Jones Nissan	Norman
Keyes European Mercedes	Tim
Mark Miller Toyota	John
Martin Honda	Andy
Martin Honda	Mark
Martin Mazda	Bill
Martin Mazda	Chuck
Martin Oldsmobile	Bill
Martin Oldsmobile	Brian
Nalley Acura	Johanna
Quality Toyota	Mark
Thomas Toyota - OR	Ron
Towne Toyota	David



To contact us, please write to:
ADP Hayes-Ligon
40 West Gude Drive, Suite 200
Rockville, MD 20850
Or call 1(800) 523-8477

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:

- **BMW:** The following sections have been updated with 1999 model year data and model year 2000 E46 323Ci and 328Ci data: Cooling, Exhaust System, Fuel Supply System, and Clutch. The Fuel System section has been updated with model year 2000 E46 323Ci and 328Ci. In addition, the following new operations have been added to the BMW product: BO21 – Windshield, Replace, SU03 – Convertible Top, Replace, and SU04 – Rear Window (Convertible Top), Replace.
- **Ford Canada:** All sections now contain 1999 model year data. In addition, two new operations have been added: AT90 - Automatic Transmission, Remove and Install and ST43 – Manual Transmission, Remove and Install.
- **GM US and Canada:** All sections now contain 1999 model year data and labor times have been updated.
- **Honda US:** Internal and Retail Accessory sections now contain 2000 model year data for all models except CR-V.
- **Jaguar US and Canada:** 1999 model year now complete for all sections.
- **Mazda US:** 1999 model year now complete for all sections.
- **Mercedes Benz US:** The following sections have been updated with 1999 model year data and 2000 S class model year data: Clutch, Cooling System, Engine, Engine Electrical, Front Suspension, and Standard Transmission.
- **Mitsubishi:** The following sections have been updated with 1999 model year data: Clutch, Cooling, Emission, and Engine.
- **Nissan Canada:** 2000 model year data in both English and French has been added to the Maxima, Frontier, and Xterra for the following sections: Air Conditioning, Brakes, Emission, Fuel, Maintenance, and Tune-Up.
- **Nissan US:** 2000 model year data has been added to the Frontier and Xterra for the following sections: Air Conditioning, Automatic Transmission, Brakes, Clutch, Cooling System, Electrical, Emission, Fuel, Maintenance, and Tune-Up.