

New Releases AE7.0 + ZB040E = A Winning Combination

Starting in December, ADP will begin the general distribution of the next Service Release (AE7.0) and ServicePricing software (ZB040E). Combined, these will give clients the functionality to create new as well as modify existing service operations. We also will introduce “Related Repairs” for *select* manufacturer lines at that time. Over half of our operations will have one or more repairs linked to them that will prompt service staff to offer customers the option to have logical, related repairs performed while their car is already in the shop.

There will be a moderate price increase for this additional functionality which dealerships participating in a field test feel is easily recouped many times over. This is a win-win situation—more operations, a more efficient staff, more labor and parts sales, and more satisfied customers through providing a more complete repair in a single visit.

Advancing to the Next Level: Floppy Disks to CDs

Good news! In the spring of 2003, our ServicePricing™ PC 4.2.1 product will be released on compact disc (CD). ServicePricing PC 4.2.1 will enter into field test this winter with new features and functionality, including the conversion from diskettes to CDs. Although converting to CDs represents an advanced step in the right direction, Hayes-Ligon understands that all of our clients may not be equipped to support this progression. So, we would like to hear from you in advance of this release. Contact our Client Services Department at 800-523-8477, option 5 to let us know if your PC is not equipped with a CD drive.

As the information and technology market expands, ADP Hayes-Ligon too will expand our products and services and continue to offer creative business solutions to our clients.

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Thanksgiving Day Schedule

We extend our warm wishes to you over the holiday! Our office will be closed on Thursday, November 28th, in observance of Thanksgiving. Our Client Services staff will be available to assist you on Friday, November 29 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 September. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

Dealership

Alderson BMW
Automotive Galleries Inc.
Balise Chevy
Balise Chrysler
BMW of Chattanooga
BMW of Murray
Classic Cadillac
D-Patrick Inc.
Hahn Motor Co
Hunterdon BMW
Novato Toyota
Progressive Dodge
Tomkinson BMW
Town & Country Motors
Valley Autoworld Inc
Van Drisse L/M
Westside Automotive Group

Carline

BMW
BMW
Chevrolet
Chrysler
BMW
BMW
Cadillac
BMW
BMW
BMW
BMW
Toyota
Dodge
BMW
Toyota
BMW
Ford
Volvo

Contact

Tim
Wayne
Bob, Fran
Kevin
John
Jason
Lisa C.
Terry
Wayne
Chris, Michelle
Sharon
Joe
Doug
Troy
Dwayne
John
Ian

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:

- **Audi US:** The following sections have been updated through 2003 model year: Service Menus and Maintenance.
- **Audi Canada:** The following sections have been updated through 2003 model year: Service Menus and Maintenance.
- **Honda US:** 2003 data has been added to the Body section for the following models: Civic and Odyssey.
- **Jaguar US:** Now contains 2002 model year data for all models.
- **Jaguar Canada:** Now contains 2002 model year data for all models.
- **Subaru:** 2003 models have been added to all sections.
- **Toyota US & Canada:** 2003 model updates are in process. Incomplete data will be displayed at this time.
- **VW US:** The following sections have been updated through 2003 model year: Service Menus, Maintenance, and Steering.
- **VW Canada:** The following sections have been updated through 2003 model year: Service Menus, Maintenance, and Steering.

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