

Announcing Additional Bilingual Client Support

We have hired additional, French-speaking, support staff. Our two bilingual representatives may be reached directly through calling 1-800-523-8477, pressing '6', and then their individual extension: Joseph Depestre—extension 7323 (#), or Brook Kal-Ab—extension 7329 (#). Joseph and Brook share coverage between 8 am and 7pm Eastern, Monday through Friday.

If you call one of the extensions above and the representative doesn't answer, press 0 and then the alternate extension. If the alternate extension goes unanswered, you may leave a voice mail message or go back through the operator and transfer to one of our English-speaking representatives who will do their best to assist you.

Bonjour : Voici la révision :

Nous avons embauché un autre représentant à la clientèle francophone. Vous pouvez joindre ces représentants à la clientèle directement en composant le 1-800-523-8477, choisissez le «6» et ensuite composez leur numéro de poste individuel : Joseph Dépestre – Poste 7323 (#) Brook Kal-Ab – Poste 7329 (#).

Joseph et Brook seront disponibles alternativement du lundi au vendredi entre 8h00 et 19h00 (Heure de l'Est). Si vous composez le numéro de poste de l'un d'entre eux et que vous ne pouvez pas le rejoindre, appuyez sur «0» et composez le numéro du poste de l'autre représentant. Si vous ne pouvez pas joindre Joseph ou Brook, laissez-leur un message ou adressez-vous à l'opératrice qui vous mettra en contact avec l'un de nos représentants anglophones qui fera de son mieux pour vous aider.

ServicePricing Calculations: Any Changes?

Are all of your labor time pricing and tax rates calculating correctly? If not, now would be a good time to review your ServicePricing setups. It's important to keep your ServicePricing system updated to ensure its accuracy and effectiveness. Contact our Change Group to make changes to your customizations, if necessary.

You may call 800-523-8477, option 7 or fax to 301-296-7250 for any modifications in tax rate, labor times and rates, etc.

What's New

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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 25th, in observance of Thanksgiving. Our Client Services staff will be available to assist you on Friday, November 26th 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

Balise Chevy
Balise Ford of Westfield
Balise Lexus
Balise Toyota
Bell Road Toyota
BMW of Woodland
Griffith Motors
Heritage Mitsubishi
John Markel Ford
Pauly Toyota
Sterling McCall Toyota
Van Drisse L/M
Weidner Mazda
Weidner Volvo

Carline

Chevrolet
Ford
Lexus
Toyota
Toyota
BMW
Toyota
Mitsubishi
Ford
Ford
Toyota
Toyota
Ford
Mazda
Volvo

Contact

Beth, Bob, Raphael
Curt
Courtney, Judy
Bruce
Todd
Rick
Ron
Danny
Scott
Russ
Chris
Don
Klaus
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 WarrantyWizard Installations) -
press 5

ServicePricing Changes – press 7

To access a party by extension,
press 6, enter their 4-digit extension
and press #

**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:** New operation RS57 Bearing – Center Support – Replace has been added to Ford Light Truck
- **Ford Canada:** New operation RS57 Bearing – Center Support – Replace has been added to Ford Light Truck and Ford Van / Minivan.
- **Honda US:** Now contains 2005 model year data for the following sections: Internal Accessories, Retail Accessories, Cooling, Clutch, Transmission, and Fuel.
- **Mazda US:** Now contains Scheduled Maintenance section.
- **Nissan US:** Scheduled Maintenance and NISMO accessories are now available.
- **VW US:** Model R32 has been added to all sections.
- **VW Canada:** Model R32 has been added to all sections.

REMINDER: Load ZB050C Software

A number of clients on AE6.0 and higher have not yet loaded software release ZB050C. For those users not yet on ZB050C, you are missing out on creating Scheduled Maintenance* and Labor Time Multiplier. We urge you to get this release loaded so you can take advantage of both these functionalities.

REMINDER: Users do not have to log off their system to load the ZB050C software release. Please note that the AE6.0 (or higher) stack release must be loaded on your system before installing the ZB050C release.

* Available for select manufacturer lines only.

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

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