

... Mark Your Calendar



Mark your calendars for this winter's annual National Automotive Dealers Association (NADA) conference and exposition. This year's event will be held on January 26-29, 2002, in New Orleans, Louisiana.

ADP Hayes-Ligon will be there and is looking forward to meeting with some of you personally. We'll be there to answer any questions you may have about ServicePricing™ and Warranty Wizard™. Be sure to visit us at the ADP booth to view the latest ServicePricing™ service release offering the following features:

- **VIN Navigation** – saves time and key strokes by eliminating the retyping of Make, Model, and Year information
- **Word/OpCode Search** – allows search for operation descriptions by keyword or OpCode to view a complete list of all related operations
- **Labor Type Control** – allows users to control not only parts pricing but also labor pricing. Useful in providing special discounts for fleets, seniors, and any other special situation.
- **Parts/Finance/Sales Access** – increases Parts and Service sales by allowing parts counter staff to quote the total installed price, including labor as well as the parts price. The sales staff may increase new-car gross profit by increasing add-on accessory sales.

Come see us at the booth for a demo and more information on how to get this new product. ADP associates will be available onsite to answer your questions on ServicePricing™ and Warranty Wizard™.

We look forward to seeing you there.

What's New

1 Mark Your Calendar...Annual NADA Conference

2 Happy Holidays!

3 Phone Shop Perfection!

4 New Enhancements

Happy Holidays!

We extend our seasons greetings to you over the holidays! Our office will be closed on Tuesday, December 25th, in observance of the Christmas holiday. Our Client Services staff will be back to assist you on Wednesday, December 26th from 8:00 a.m. – 7:00 p.m. Eastern Time, our standard operating schedule. Call us at **1-800-523-8477, option 5.**

Best wishes for a bright and wonderful holiday season!



Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of October. 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

Balise-Toyota

Billy Thrash

Automotive Mazda

Classic Cadillac

Grappone Toyota

Wills Toyota

Carline

Chrysler

Toyota

Mazda

Cadillac

Toyota

Toyota

Contact

Kevin/Lorraine

Connie

Alan

Glenn Moore

Doug

Kevin

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

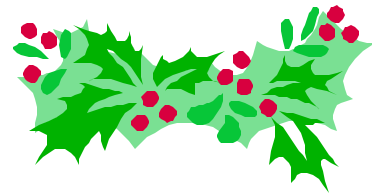
New Enhancements



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:

- **BMW** – The following sections have been updated with 2002 model information: 00-Maintenance, 36-Wheels & Tires. Also the new 2002 X5 3.0 and 4.4 accessories have been added and 2002 accessory alloy wheels have been added for all applicable models.



Important Reminder:

We encourage our clients to take advantage of the ADP Support Channel. This Internet tool is offered as a complimentary support service through the ADP Intranet system. Onboard clients will particularly find this service useful for accessing current information and user documentation for our products.

To access the Support Channel, contact your baseline support region for an access code.

ADP Hayes-Ligon continuing to provide World Class Service.

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JOIN US IN SUPPORT
OF THE RELIEF EFFORT.

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