

EDD Reminder: Have You Loaded the Latest Data Update?

Attention ServicePricing clients with Electronic Data Distribution (EDD): In a random check, we determined that a number of EDD clients didn't have their most current ServicePricing data updates loaded. We transmit data to a "holding" area on your system and then send an email notification. You should follow the steps below upon receiving the notification. Some clients have found it easier to automatically run TGM on the first of the month – whether randomly or always on the first of the month, running the TGM routine once will update ServicePricing data for all manufacturer lines on your ADP system.

To load data update(s), go into function **TGM**. Follow the conventional load steps and select "e" for electronic data. A load bulletin with full instructions will be attached to each e-mail notification, along with the Hayes-Ligon monthly newsletter to be routed to your service manager. Should you need further assistance, contact your ADP baseline region support group.

ServicePricing: Web-Based Coach Training Sessions

ADP is proud to offer web-based Coach training sessions for Service Advisors and Managers. This training offers the ServicePricing 100 – Service Advisor Skills & Benefits Training session that covers the philosophy of ServicePricing and how it affects the overall workflow of the dealership and will increase productivity and customer satisfaction. The ServicePricing 200 – Service Manager Skills & Benefits Training session covers the management side of ServicePricing and instructs managers on how to run reports, review management setups, and control features. Each session is an hour in length and may be purchased for \$100 USD/\$150 CAN.

Custom Coach sessions are also available to dealers for \$500 USD/\$750 CAN. This type of session would include (2) one-hour private training sessions as well as dedicated support for data entry of Dealer-Defined Operations (up to 4 hours of entry).

If your dealership is interested in registering for any of the training, please e-mail us at sptraining@adp.com or call Client Services at 1-800-523-8477, option 5.

What's New

- 1 EDD Reminder: Have You Loaded the Latest Data Update?
- 2 ServicePricing: Web-Based Coach Training Sessions
- 3 Happy Holidays!
- 4 Phone Shop Perfection!
- 5 Reminder: Load AE6.0 /ZB040E & AE7.0/7.5 Software

Happy Holidays!



We extend our season's greetings to you over the holiday! Our office will be closed on Thursday, December 25th, in observance of the Christmas holiday. Our Client Services staff will be back to assist you on Friday, December 26 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.

<u>Dealership</u>	<u>Carline</u>	<u>Contact</u>
Andrew Toyota	Toyota	Scott
Balise Chevy	Chevrolet	Beth
Balise Chrysler	Chrysler	Kevin
Balise Ford of Westfield	Ford	Curt
Balise Lexus	Lexus	Connie, John
Balise Toyota	Toyota	Bruce
Bill Jacobs Mitsubishi	Mitsubishi	Jeff
Bountiful Mazda	Mazda	Dennis
Cardenas Toyota	Toyota	Alex
Continental Subaru	Subaru	Jack
Lake Tahoe Isuzu Auto Village	Isuzu	Mark
LuJack Northpark Isuzu	Isuzu	Simon
Steven Toyota	Toyota	Bryan
Towson Mazda	Mazda	Mike
Wills Toyota	Toyota	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 enhancements that you have requested. If you would like to see an operation added that isn't currently included, please let us know.

Also, users of many of our electronic products have the capability to set up their own operations.

- **Audi US:** Now contains 2004 model year data for the following sections : Cooling System and Fuel Supply.
- **Audi Canada:** Now contains 2004 model year data for the following sections : Cooling System and Fuel Supply.
- **GM:** (Buick, Cadillac, Chevrolet, Chevrolet Light Trucks, GMC, Oldsmobile & Pontiac) have been updated with 2004 model year data in the following sections: Maintenance, Tune-Up, Service Menus, Brakes, Cooling System, Engine Electrical, Air Conditioning, Fuel, Body, Front Suspension, and Steering.
- **VW US:** Now contains 2004 model year data for the following sections : A/C and Heating, Cooling System, Suspension, and Fuel Injection.
- **VW Canada:** Now contains 2004 model year data for the following sections : A/C and Heating, Cooling System, Suspension, and Fuel Injection.

REMINDER: Load AE6.0/ZB040E & AE7.0/7.5 Software

By now all dealers have received the ZB040E and AE7.0 software releases that have been in a staggered release since December 2002. The releases combined offer Dealer-Defined Operations and Related Repairs* functionality. We urge you to load them now to take advantage of both Dealer-Defined Repairs and the Related Repairs* functionality. **If you have already received the AE7.5 software, please load this release after the AE7.0 software.**

REMINDER: Users *do not* have to log off their system to load the ZB040E software release. Please note that the AE6.0 stack release must be loaded on your system before installing the ZB040E release.

* *Related Repairs is only available to select manufacturers.*

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