



N e w s l e t t e r

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Saving Time Means Saving Money

Time is money! We have all heard the old adage a million times, and for good reason. When your business depends on people performing a service, that time should be spent as wisely as possible.

The average Technician spends over an hour a day obtaining pricing information. Additionally, parts counter personnel spend up to one half of every day dealing with pricing information. Statistics show that most dealerships lose an average of 10 minutes per technician every hour on parts-pricing research. Technicians should be spending that time repairing the vehicles, not walking back and forth to the parts counter. Now assume that your dealership has ten technicians with a \$50.00 labor rate. If each Technician spends 10 minutes a day at the parts counter, that's over an hour a day per Technician at the counter. If each Technician spends an hour at the parts counter a day, that means you're losing \$50.00 per technician, times ten technicians, for a total of \$500.00 per day! That works out to \$10,000 a month, or \$120,000.00 per year! Those trips to the parts counter cost a lot of money because they waste a lot of time.

ADP ServicePricing cuts that wasted time and saves you money. The ADP ServicePricing purpose is simple: by reducing the amount of time spent gathering parts and pricing information you gain more time to provide quality service. ServicePricing is a valuable tool that helps eliminate that wasted time. After all, time is money!

Changes for the New Year

The end of the year inspires many people to make changes in their life and business environment. We encourage you to take this opportunity to do the same with your ServicePricing product. Many of our clients make changes to their setups (labor rates, labor times, and parts and menu pricing), at this time of year. We are able to report a summary of your setups, which can be faxed to you for your review as a way for you to better analyze your current needs and how to setup your ServicePricing to meet those needs. Since ServicePricing is fully customized, you can enter the new millennium with the best product available: the one you create.

Our Change Department can be reached at 1-800-523-8477, option 7, and will be happy to take your request. You may also fax in your changes at 301-294-4979.

Please give us the opportunity to provide the same level of service to you as we did for a client several weeks ago who wrote: *"I am impressed. This is the kind of customer service and quality control that makes a product good."*

Holiday Schedule

We would like to wish everyone a happy and healthy holiday season and best wishes for a successful new year. If you have any problems or questions, we will have Client Services staff in to assist you both on Friday, December 24th and Friday, December 31st.

More Phone Shop Perfection

Congratulations to all those who received a 100% score on Phone Shops for the month of December. They all gave to-the-penny quotes, did not transfer the incoming callers to alternate departments, and asked the caller for their business.

Appleway Mitsubishi	Jenny
Carter-Hughes Toyota	Todd
Ed Bozarth Toyota	Vince
Fitzgerald Toyota	Sandy
Irwin Toyota	Ron
Kool Chevrolet	Mike
Manhattan Motor Porsche	Burt
Martin Honda	Andy
Martin Honda	Joe
Martin Honda	Chris
Martin Mazda	Bill
Martin Mazda	Chuck
Martin Oldsmobile	Bill
Martin Oldsmobile	Mike
Martin Oldsmobile	Tony
Mercedes Benz of Memphis	David
Nissan of Keene	Valerie
Oak Ridge Toyota	Sue
Prime Chrysler	David
Rick Hill Nissan	Chad
Stoddard Imported Porsche	Cindy
Sunnyside Porsche	Jim
Todey Mitsubishi	George
Town & Country Motors	Troy
Van Drisse L/M	John
Wade Raulerson Honda	Tony
Wasatch Front Isuzu	Cory



To contact us, please write to:
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Or call 1(800) 523-8477

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. The following are the newest enhancements:

- **Acura US:** Now contains a new section "Factory Maintenance".
- **BMW:** Sections 64 Heating and Air Conditioning and 65 Radio/ Special Equipment now contain 1999 model year data as well as model year 2000 data for the E46 3 series.
- **Ford US:** The 2000 model year has been added to ATW and QCM. New operations have been added to brakes for Motorcraft Preferred Value brake pad and shoes.
- **Honda US:** Now contains a new section "Factory Maintenance". 2000 model year data including S2000 has been added to the following sections; Transmission, Fuel, Exhaust, Brakes, Front Suspension, Rear Suspension, Steering,
- **Nissan US:** 2000 Altima has been added and 2000 Accessories have been updated.
- **Nissan Canada:** 2000 Altima has been added.
- **Mazda US:** The following sections now contain 2000 model year data; Factory Maintenance, Service Menus, Maintenance, Internal Accessories, and Retail Accessories.
- **Subaru :** 2000 model year has been added to all sections.
- **Volvo US:** The 2000 model year has been updated for the following sections: Maintenance, Service Menus, Factory Maintenance, Internal Accessories and Retail Accessories.
- **Volvo Canada:** 2000 model year have been updated for the following sections: Maintenance, Factory Maintenance, Internal Accessories and Retail Accessories.