

ADP SERVICE PRICING

N e w s l e t t e r

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As some of you may know, The Washington area had an ice storm which knocked out our power on Friday, January 15th. We apologize for any inconvenience and we hope that we were able to get all the messages that came through. Please let us know if you have any unanswered questions or problems and we will do our best to resolve them. Thank you for your patience and understanding.

Clarifying Things

In an effort to continue to serve our clients better we have undergone a database transformation. We have upgraded our previous database system to Clarify. This was an ADP Dealer Services initiative. Clarify is an incident tracking system that allows our daily operations to run smoother. We are dedicated to serving our clients in the most effective and efficient manner possible; Clarify is just one more way for us to continue to do this.

Clarify is an intricate and sophisticated system that creates individual cases for each call or issue we receive. This means that when a client calls in to add an operation, to change configurations, or has a technical question, a case will be created in the Clarify database. The case will be tracked while we resolve the issue. Each case is "owned" by an associate who will be responsible for it until it is resolved. This process proves to be highly effective in maintaining efficiency and allows us to stay connected with each other while each case is handled.

Currently we have three other ADP support regions installed with Clarify and hope to have more in the future. Doing this allows us to talk directly to other areas that will also be working on client cases. We are sure that the new Clarify system will enhance our commitment of world class service to our clients.

Time is 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!

Customer Service

We would like to remind you that we are always available to answer your questions and help with any ServicePricing problems. Please call us at 1-800-523-8477, option 5, Monday through Friday, 8am-7pm EST. We will do everything we can to provide the assistance you need.

More Phone Shop Perfection

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

Asheboro Honda	Dean
Auburn Nissan	Matt
Bob's Honda	Doreen
Cameron Nissan	Terri
Carter-Hughes Toyota	Todd
Champlain Nissan	Clarence
Condit Toyota	John
Continental Motor Co	Jake
Craig & Landreth Mazda	Nick
David Michael Honda	Anthony
Herzog Meier Auto Center	Bob
Herzog Meier Auto Center	Eric
Hudson Toyota	Clarice
Jerry Damson Mazda	Ray
Jerry Damson Mazda	Ronnie
John Youngblood Nissan	Vita
Latreille Nissan	Daniel
MacIntyre Honda	Mike
Manoir Nissan	Bruno
Martin Honda - De	Andy
Martin Honda - De	Joe T.
Martin Mazda - De	Bill
Martin Mazda - De	Chuck
Momentum Porsche	Gerald
Novato Toyota	Torrie
Pepe Performance Porsche	Chris
Pleasant Hills Chrysler	Dorsey
Poulin Nissan LTEE	Noel
Ray Catena Porsche	Michael
Route 40 Nissan	Rick
Semersky Enterprise	Ken L.
Shellworth Chevrolet	Curtis
Sherbrooke Nissan	Sebastien
Spinelli Nissan	Erick
Thomas Motors Downtown	Ron
Town & Country Toyota	Troy
Trois-Rivieres Nissan	Richard
Van Drisse L/M	John
Uebelhor & Sons	Mark
Valley Nissan - TX	Bruce
Washington Dodge	Jim
Wellings Mazda Inc	Frank
Woodchester Nissan, Inc	Shawn
Zimbrick Porsche	Fritz

New Enhancements

As always, we are working hard to add all the new enhancements that you have expressed a desire for. The following are the newest enhancements:

Honda U.S.: The following sections now include 1999 model year information: Service Menus, Maintenance, Engine, Engine Electrical and Cooling System.

Toyota Canada: There are no new sections for Toyota Canada for the month of February. However, all sections will have complete 1999 model year information. This information was omitted from the January Newsletter but the data was released with the January update. We apologize for any inconvenience.

Making Changes

We would like to remind all of our clients that January through April are the busiest times of year to make changes to your configurations. If you are considering making changes, please contact us as soon as possible so that we can ensure that the request is handled promptly and effectively. To make changes we ask that it be done in writing and faxed to us. In your request, simply state the dealership's name and the information needing to be changed. Our FAX number is (301) 294-4979. If you have any questions or concerns about making changes, you can call us at 1-800-523-8477, option 7. We are always glad to assist you and help in anyway to make your ServicePricing product as complete and accurate as possible.

