

ADP SERVICE PRICING

N e w s l e t t e r

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Scheduled Maintenances

Did you know that we have a Service Menus section and, in many cases, a Factory Recommended Maintenance section for each of the ServicePricing products? These sections are structured just like other sections where labor, parts, miscellaneous charges, and tax are represented. Service Menus sections can be adapted to the way you do your business; we have basic worksheets to help you with this process.

If you're not making use of these tools and are interested in more information, please call our Change Group at 1-800-523-8477, option 7. There is no additional charge for the sections themselves or for the process of customizing them.

Y2K

We're going to continue this topic over the next several months as we prepare you with updated software to make sure that your ServicePricing application is "Y2K-ready". As you receive new software, please be sure to load it as soon as is possible. Enclosed with your update will be a form to be used to confirm the date that you load your software. Please take a minute to read and fill out this form; this will ensure that we have everyone ready for Y2K. Our plan is to have all clients updated by June.

Satisfaction Surveys

As a way to gauge our service to you and the quality of the ServicePricing product, we survey each client once a year to make sure that our products are meeting your expectations. Please take a few minutes to complete and return this form. This is one of your opportunities to provide us with your experiences. We value your comments and want to hear from you!

Teletraining

In addition to teaching or reinforcing the functionality of ServicePricing, we also offer philosophy training. This can give your staff information not only on how to use ServicePricing, but also how and why this tool can help them save time and money and improve your CSI. We offer this service free of charge. If you would like to obtain more training, call us at 1-800-523-8477, Ext. 459 and we'll be glad to make an appointment for you.

More Phone Shop Perfection

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

128 Sales Inc.	Mary
Apostolakis Honda	Larry
Asheboro Honda Mazda	Michael
Asheboro Nissan	Marc
Byerly Nissan	Ned
Clemons Inc.	Lou
Columbus Motor Company	Evelyn
Diablo Lincoln-Mercury	Scott
Herzog Meier Auto Center	Bob
Herzog Meier Auto Center	Eric
Herzog Meier Auto Center	Terry B
Herzog Meier Auto Center	Bob
LuJacks North Park Auto	Terry
Martin Honda - De	Mark
Martin Mazda	Chuck
Martin Mazda	Bill
Martin Oldsmobile	Bill
Parktown Imports Porsche	Jeff
Phillips Pontiac Mazda	John
Pritchett Ford	Bill
Quality Toyota, Inc.	Mark
Ridgefield European Motors	Linda
Roger Motors Pontiac Inc.	Frank
Rountree Cadillac	Ivan
Rountree Oldsmobile	Ivan
Scholfield Auto Plaza Inc.	Dave
Smothers European	Noel
Tysinger Motor Co.	Randy
Wellings Pontiac	Frank

Ford QCM and Around the Wheel

Ford QCM (Quality Care

Maintenance) for ServicePricing has arrived! The Ford QCM add-on module is now available for our Ford U.S. ADP Onboard and PC clients. This module was developed according to the Ford QCM guidelines. All you need to add is your customization! Also, coming soon "Around the Wheel" for ServicePricing. Please contact our Inside Sales Department for more information at 1-800-523-8477, option 2.

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 US: All sections now contain 1999 model year data.

Nissan US: All sections now contain 1999 model year data as well as two new operations in Front Suspension.

Nissan Canada: All sections now contain 1999 model year data as well as two new operations in Front Suspension.

Honda Canada: Now includes 1999 model year data for IA/RA/SM sections and new operations RS37 Coil Springs, Rear – Replace/ FS32 - Lower Control Arm(s) – Replace/ FS31 - Upper Control Arm(s) - Replace.

Acura Canada: Now includes 1999 model year data for IA/RA/SM sections.

Jeep Eagle US: 1999 model year for all sections

Mitsubishi: Tune Up section now contains 1999 model year data.

Ford US: QCM sections now contain 1999 model year data.

Ford Canada: Walker Exhaust sections have been updated.

Toyota US: 1999 model year added to Paseo, Tercel, Celica, and Tundra.

Toyota Canada: 1999 model year added to Paseo, Tercel, and Celica.

Porsche US/Canada: Includes 1999 model year data for all sections

Mazda: Includes 1999 model year data for all sections.

GM US: The following data bases now contain 1999 model year information: Buick, Olds, Chevy Truck, Pontiac, and Cadillac

Chrysler US: 1999 model year data for all models except Viper now in sections SM/MA/TU/FS/RS.