

ADP SERVICE PRICING

N e w s l e t t e r

Volume 2, Issue 5

May 1999

Available Products

ADP/Hayes-Ligon offers many products that serve as essential tools within dealerships across North America. The following is a list of our current products.

In the U.S.: Acura Pricing Guide, Audi Parts & Service Menu Pricing, BMW Menu pricing System, Honda Pricing System, Isuzu Service Pricing System, Jaguar Service Pricing System, Mazda Service Pricing System, Mercedes-Benz Pricing Guide, Mitsubishi SMART Pricing System, Nissan Consumer Pricing Guide, Oldsmobile Electronic Service Pricing (ESP), Porsche Express Pricing (PEP), Subaru Total Information Pricing System, Toyota Total Information Pricing System (T-TIPS), Volkswagen Parts & Service Menu Pricing, and Volvo Service Pricing Guide. Additional carlines include: Chrysler/Jeep Eagle, Ford/Ford Truck/Lincoln-Mercury, and GM (Buick, Cadillac, Chevy/Geo, GMC Truck, Pontiac).

In Canada: Acura Service Pricing System, Ford - TIPS, Honda Service Pricing System, Jaguar Service Pricing System, Mercedes-Benz Service Pricing System, Nissan Service Pricing System, Porsche Service Pricing System, Toyota T-TIPS, and Volvo Service Pricing System. Additional carlines include: GM (Buick, Cadillac, Chevy/Geo, GMC Truck, Oldsmobile, Pontiac).

Chilton's Times – GM U.S., Ford U.S., Chrysler U.S., and Ford Canada.

Warranty Wizard: Our newest product line used for submitting warranty claims – GM, Ford, and Chrysler.

For more information on any of our available products, please contact the Sales Department at 1-800-523-8477, option 2.

Increase Your Customer's Satisfaction

Are you concerned with your CSI? There are ways of guaranteeing a better rating – make the customers happy! Additionally, by increasing the customer satisfaction level, you increase your repeat business. With ServicePricing you can utilize some of the winning methods for increasing customer satisfaction.

- **Smile on the Phone**- Customers appreciate a warm greeting.
- **Ask the right questions**- Listen to the customer's concerns, clarify anything you don't understand, and identify the possible solution.
- **Quote an exact price** – Avoid language that suggests uncertainty, like "about" or "roughly".
- **Ask for the business** – Give customers a choice; it's polite and it's a good sales technique.
- **Keep up-to-date** – Update your pricing guide as soon as your new pages, disks, or tapes arrive.

By following the steps above you can be sure that you are providing excellent service to your customers. They will appreciate the effort and will be more likely to return to your dealership for service in the future. They will also be more likely to give you a better CSI!

ServicePricing Changes

Is each of your service operations exact and to-the-penny? If not, our Change Group can assist you with reviewing your setups and help make any necessary adjustments to get you back on track. Changes can be made at any time, free of charge. You can fax your changes in at 301-294-4979, or call us at 1-800-523-8477, option 7.

More Phone Shop Perfection

Congratulations to all those who received a 100% score on Phone Shops for the month of March. 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
Acura of Brookfield	Mike
Asheboro Honda	Dean
Autohaus Harrisburg	William
Autorama Inc.	David
Bob's Honda	Doreen
Bolles Motors Chrysler	Ron
Camelback Toyota	Brian
Carter-Hughes Toyota	Todd
Don Davis Auto World Honda	Doug
Ed Bozarth Chevrolet	Vince
Escondido Jeep GMC	Jess
Ertley Toyota	Jack
Fitzgerald Toyota	Mark
Gambrel Toyota	Cathy
Grappone Toyota	Cathy
Hansel Honda	Eddy
Herzog Meier Auto Center	Eric
Herzog Meier Auto Center	Terry
Hinder Lincoln Mercury	Joe
John Holtz Acura	Tim
Jones Nissan Isuzu	Carrie
Kelly Mitsubishi	Ethan
Kline Toyota Greenbriar	Paul
Kokomo Autoworld Toyota	Tanya
Lamar Sloan Mazda	Chuck
Liberty Toyota - CO	Ray H.
Martin Honda	Scott
Martin Honda	Mark
Martin Mazda	Bill
Martin Mazda	Chuck
Martin Oldsmobile	Bill
Martin Oldsmobile	Tony
Novato Toyota	Tory
Ocean Park Ford	Ken L.
Pepe Performance Porsche	Chris
Russell & Smith Honda	Mark
Schneider & Nelson Porsche	Rich
Scott Slipp Nissan	Jim
The Cadillac Olds Nissan	Peter
Twin City Nissan	Buck
Union Park Pontiac	Pete H.
Van Drisse Lincoln Mercury	John
Valley Nissan - TX	Bruce

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:

Acura Canada: Three new operations added: Upper Control Arm - Replace, Front Coil Springs - Replace, and Rear Coil Springs - Replace.

Chevrolet Car US: Includes 1999 model year data for all sections.

Chrysler, Dodge, Dodge Light Truck, Plymouth US: Brake sections updated with 1999 models (except Dodge Viper). V-Line brake parts added.

Honda US: New operation added: Lower Control Arm(s) - Replace.

Jeep/Eagle US: V-Line brake parts added.

Mitsubishi: Fuel and A/C sections updated with 1999 models.

Nissan US: 99.5 Pathfinder has been added.

Nissan Canada: 99.5 Pathfinder has been added.

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

Toyota Canada: 1999 Tundra has been added.

