

A letter from the Director of Operations...

In last month's newsletter, I shared some thoughts on the difference between our clients being satisfied and being enthusiastic. I received many phone calls and notes from those using ServicePricing and Warranty Wizard; thank you – feedback is always welcomed and appreciated. In many of these conversations I discussed some of the different initiatives that we intend to implement in the coming 3-9 months. Much of the input I received was "please share this information in future newsletters". In keeping with those comments, I would like to introduce you to the new *HL-Bucks* program.

I have attached a flyer to this newsletter briefly outlining the program. In short, we will offer *HL-Bucks* to Service Advisors and Service Managers for displaying proper use or enthusiasm for the ServicePricing and Warranty Wizard products. The bucks will be earned by Dealership Service Personnel and may be used to acquire top quality clothing merchandise.

It was with significant effort that we searched for top vendors to supply us with top of the line caps, polo shirts, denim shirts, etc. Clothing is available in various sizes and colors as outlined in the attached brochure.

While initiatives will be added in the future, the program will begin with the following:

- Would you like to see service operations added to our product(s)? Earn one *HL-Buck* for each service operation suggested.
 - Submit a copy of the repair invoice with the service operation and associated parts. Include a brief note with an estimate of the frequency that your shop performs that operation.

- Score a perfect 100 on our phone shop program and earn one *HL-Buck*. Every time you earn a 100%, you will receive a buck.
 - This is automatic; you and your general manager will receive a letter and the *HL-Buck* for each 100 you score. This is an optional program offered to our ServicePricing clients.
- Provide our sales department with leads and earn six *HL-Bucks*. Leads will be accepted for both ServicePricing and Warranty Wizard.
 - Call any Customer Service Representative with the client name, carlines, and product desired. One *HL-Buck* will be awarded for the lead. Five *HL-Bucks* will be awarded once the lead becomes a final sale.

I would also like for you, our clients, to contribute any thoughts as to how we can award bucks to your staff for the proper use of ServicePricing. Using any new tool represents a culture change – some thrive on such changes and others are resistant. Please allow our *HL-Buck* program to be a tool that can be used to reinforce the benefits of ServicePricing and Warranty Wizard with your staff.

Again, I would like to ask you for your feedback and comments. I can be reached by telephone at (800) 523-8477, or via email at Lcochran@hayes.ds.adp.com.

As always, I'd like to thank you for your continued support of our products.

-Larry Cochran
Director of Operations, ADP Hayes-Ligon

More Phone Shop Perfection

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

Century Chevrolet	Bill
Gunther Mazda	Gary
Gunther Mazda	Lowell
Gunther VW	Brent
Martin Honda	Andy
Martin Honda	Joe
Martin Honda	Mark
Martin Mazda	Bill
Martin Mazda	Chuck
Martin Oldsmobile	Bill
Martin Oldsmobile	Tony
Acura of Brookfield	Gary
Appleway Mitsubishi	Jenny
Bob Peters Nissan, Ltd.	Brett
Cambrian Nissan	Mike
Cannon Chrysler Plymouth	John
Carter-Hughes Toyota	Todd
Delray Acura	Lon
Irwin Toyota	Rod
Jack Matia Honda	Anita
John Youngblood Nissan	Veta
Lithia Honda	Mark
Martin GMC Truck	Bill
Martin Mazda	Bill
Mauro Motors Buick	Lenny
Novato Toyota	Torrie
Pepe Performance Porsche	Chris
Pleasant Hills Chrysler	Dorsey
Precision Motor Co.	Dave M.
Precision Porsche	Tom
Prime Toyota	Chuck
Rick Hill Nissan	Danny
Schneider & Nelson Porsche	Rich
Semersky Porsche	Ken
Stoddard Imported Porsche	Cindy
Sunnyside Porsche	John
Tipton Honda	Harry
Town & County Motors	Troy
Valley Nissan - TX	Gilbert
Wilder Toyota	Carrie
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:

- **Chrysler, Dodge (except Viper), Dodge Light Truck, and Plymouth:** The following sections contain 1999 models: Engine, Exhaust, Fuel, Steering, and Emission.
- **Ford Canada:** New Canadian Motorcraft operations for Batteries, Shocks, Wiper Blades, and Wiper Refills.
- **GM US Car:** Factory labor times have been updated for the following: Buick, Cadillac, Chevrolet, Oldsmobile, and Pontiac.
- **Honda Canada:** Now contains new operation – Transmission, Reman (Automatic) – Replace (TR30).
- **Jaguar US/Canada:** 2000 S-Type Accessories have been added to Internal and Retail accessory sections.
- **Mercedes Benz US:** The following sections contain 1999 models and the model year 2000 S class: Service Menus, Factory Maintenance, Maintenance, and Fuel.
- **Porsche US/Canada:** Operation EN28 now contains the 928 model. A headlamp Litronic retrofit kit has been added to the following sections: Electrical (EL87), Internal Accessories (ID87), and Retail Accessories (RD87). Tail Lamp Lens and Housing for 1999 911 have been added to the following sections: Electrical (ET42), Internal Accessories (ID42), and Retail Accessories (RD42).

To contact us, please write to:
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