

5 O'clock Shock

...it's no way to improve CSI!

The 5 O'clock shock happens when a customer arrives to pick up their vehicle at the end of the work day only to discover that the cost is higher than anticipated. This shock makes the customer uneasy with the dealer, not knowing what to expect in the future. Their loyalties will probably stray.

ServicePricing is the tool to use to give quick and accurate quotes on repairs to your customers. By eliminating the 5 O'clock shock, you can regain the customer's loyalty. Our most fundamental practices work; they're basic and logical...

- Answer the phone quickly and professionally
- Do not place callers on hold
- Quote an exact installed total price
- Don't transfer calls from Service to Parts
- Ask for the prospective customer's business

If you have new staff, or staff that needs a refresher training session, please call 1-800-523-8477, ext. 459.

Y2K

Are you ready? Please be sure that your staff responds to and loads any shipments of new software. The latest versions of all of our software have all been Y2K-certified. If you have been sent a letter asking you to notify us of your version status and haven't yet returned it, please take time to complete and return the form now. Our goal is to make sure that every client enjoys uninterrupted service as we go into the new year.

Getting Started Guide

We have developed a new guide that describes the ServicePricing basics for our clients. Although designed primarily for our new clients as a tool to help with the installation process, it's been met with so much success that we are now also sending a copy to all of our existing clients.

This guide is a quick reference which only takes 25 to 30 minutes to read cover-to-cover. It includes information on how to set up and make changes to the ServicePricing product; it also discusses the ServicePricing philosophy and ways to improve the way to do business. Additionally, it includes a section that answers some of the most commonly asked questions. We plan to have copies out to each of our clients within the next several months.

New Products

We now are offering Chilton's times for Honda and Acura US. For our Canadian clients we now have ServicePricing and Chilton's times available for Chrysler Canada. This is available on all platforms. Coming soon: ServicePricing for Hyundai US, Kia US, and Volkswagen/Audi of Canada. For more about these new options, contact our sales group at 1-800-523-8477, option 2 with any questions or to receive a demo of the product.

More Phone Shop Perfection

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

Acura of Modesto
Century Chevrolet
Century Chevrolet
Colonial Toyota - CT
Columbus Motor Company
Deery Brothers Nissan
Diablo Lincoln-Mercury
Fred Haas Toyota
Friendly Honda - WV
Gambrel Toyota
Goodson Acura
Hammersley Motors Isuzu
John & Phil's Toyota
LuJacks Northpark Hiline
Mitsubishi
LuJacks Northpark Hiline Porsche
Martin GMC Truck
Martin Honda
Martin Oldsmobile
Martin Oldsmobile
Martin Oldsmobile
Mauro Motors
Mike Smith Honda - TX
Pleasant Hills Chrysler
Quality Mazda
Rountree Cadillac

Kelly
Harris
Jeff
Bob
Evelyn
Gary
Scott
John James
Rocky
Cathy
Richard
Kim
Patty

Terry
Terry
Bill
Andy
Bill
Chuck
Tony
Steve
Stacey
Dorsey
Darwin
Ivan

Labor Times

Many of you use a factor of factory times to calculate labor. Did you know that you are able to use different factors for the various ServicePricing sections? Call our Change Group at 1-800-523-8477, option 7, for assistance on how to make this or any type of change.

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:

- **BMW US:** 1999 model year has been added to Maintenance section.
- **Chrysler, Dodge, Plymouth, and Dodge Light Truck US:** 1999 model year has been added to the following sections: AC, TR, and BY.
- **Ford Canada:** Remanufactured sections have been updated.
- **Isuzu CV:** The following sections have been updated for the 1997-1999 model year: MA, TU, FU, AC, EL, CL, BR, CS, FS, and EN.
- **Mercedes-Benz US:** 1999 model year and year 2000 S class have been added to the Brake section. In addition, the following new operations have been added to the following Brakes sections:
 - BK83 – Control Unit, ESP - Replace
 - BK84 – Control Unit ETS – Replace
 - BR45 – ETS Vehicle Speed Sensor, Front – Replace (After Test)
 - BR65 – ESP Vehicle Speed Sensor, Front – Replace (After Test)
 - BK85 – ETS Vehicle Speed Sensor, Rear – Replace (After Test)
 - BR83 – ESP Vehicle Speed Sensor, Rear – Replace (After Test)
- **Mitsubishi:** 1999 model year added to the BE and Standard Transmission sections.
- **Nissan US/Canada:** Accessories are now updated for model year 2000.
- **Volvo US/Canada:** New operation “Drive Belt Tensioner – Replace” (EI03) has been added.

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

