

Step Into the Fast Lane



U.S.

Parts and Service Solutions

Ask Yourself...

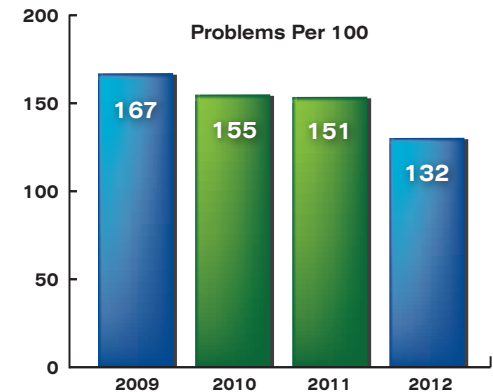
- ? Are too many of my customers going to independent service shops?
- ? Are customers frustrated because my "quick service" isn't quick?
- ? Does my paperwork take longer than the oil change?
- ? Are you waiting for the parts department to bill-out parts on your quick lane repair orders?

The U.S. automotive oil change and lubrication industry brings in an annual revenue of about \$5 billion.¹ What are you doing to capture more of that market?

Expect Results

- Save time – reduce key strokes by 80% for quick service operations.
- Increase customer retention and satisfaction by meeting promise times and moving customers through the service drive faster.
- Easily track and report quick service business.
- Reduce time at the parts counter by issuing parts automatically.

What are you doing to offset the decrease in warranty opportunities?



Overall vehicle reliability is on the rise. J.D. Power and Associates recorded only 132 Problems Per 100 vehicles for the 2012 model year.²

¹ First Research®, 2010

² J.D Power and Associates Vehicle Dependability Study Results, 2011

One-Step Service
for Service Price Guides

About One-Step Service

Streamline your express service process by writing up a repair order, billing out parts, invoicing, and accepting payment, all from one screen with up to 80% fewer keystrokes.

Without One-Step Service, our oil change process would take **twice as long**.

Mike Fowler
Fixed Operations Director
Long-Lewis Ford Lincoln
Muscle Shoals, AL

(SVC - RO Billing 1565 Christopher Houk) - ERA-IGNITE

Functions File Subscreens Tools Display Print System Tools Go To

One-Step Service ERA46 342 02/15/12 16:42:33

Service Information

Advisor: 1 RON
Tech: 6035 MICHAEL
Odometer In/Out: 17365
Tag#: 1543
Purchase Order #: Non-Dispatch
Start/Finish Time:
Sale Type: C Journal Prefix: CVCQ
REC SVC 3 Transport: Waiters

Vehicle Information

VIN: 2B3CL3CG4BH502033
Make: DO DODGE
Year: 11 Model: CHARGER
License#:
Stock#: Fleet#:
Last RO#:
Odometer:
In Service Date: 02/16/11

Customer Charges

Component	Customer
Labor	34.54
Parts	37.70
GOG	19.50
Miscellaneous	1.45
Tax	3.52
Total	96.71

[Estimate](#) 96.71

Labor Operations

Job	Operation	Description	Quote \$
		* OIL CHANGE SPECIAL	41.85
		* ROTATE TIRES	16.29
		* REPLACE AIR FILTER	38.57
		*Multi-Point Inspect	0.00

RO# 1565 Tag# 1543 (6109) CHRISTOPHER HOUK Advisor (1) RON
Ph# St Time In 02/15/12 10:48AM Est
VIN 2B3CL3CG4BH502033 11 DODGE CHARGER TUNSTEN 4DR SDN SE RWD Dept ONE-STEP

F1 Help F2 Lookup F3 F4 F5 F6 SPG
F7 Invoice F8 F9 F10 Add Job F11 F12 Update
PqUp/Dn=Subscreens Record Modified SVCSS0 ERA46 46/SERVC01 342/80249 DVR 5066

New Department to track and report on quick services.

Parts are billed out automatically.

Complete and accurate pricing with Service Price Guides integration.

Highlights

- Quickly pull up customer information with appointment integration.
- Issue parts automatically and reduce time spent waiting at the parts counter.
- Accurately price services and bill parts with Service Price Guides integration.
- Track your quick service business in a separate department for more efficient reporting.
- Automatically track the time from write-up to repair completion, helping your advisors and technicians meet "on time" guarantees.

One-Step Service helps speed up quick service repairs - meaning fewer keystrokes, less wasted time, and happier customers.

One-Step Service for Service Price Guides



MAKING BUSINESS BETTER.