

THE SERVICE MANAGER™

APPENDIX A SAMPLE REPORTS

13957 S Kostner Avenue

Your Company Name

Date : Monday, January 7, 2002

Crestwood, IL 60445

Category Title:		Vehicles	Oil & Fi	Air Filt	Tune Up	Fuel Fil	Emission	Fuel Inj	Alignmen	Shocks /	New Tire	Rotate T
Category Title:		Front Br	Rear Bra	Cooling	Thermost	Belts	Hoses	New Batt	Transmis	Clutch A		
Unassigned work	Current :	51	1									
	Cumulative :	51	1									
	Current :		1									
	Cumulative :		1									
Employee No. 1	Current :	14	6	3	1	1				1		3
	Cumulative :	14	6	3	1	1				1		3
	Current :		2			2			1	1		
	Cumulative :		2			2			1	1		
Employee No. 2	Current :	1	1									
	Cumulative :	1	1									
	Current :											
	Cumulative :											
Employee No. 4	Current :	5										
	Cumulative :	5										
	Current :											
	Cumulative :											
Employee No. 5	Current :	20	11	2	1	2					1	4
	Cumulative :	20	11	2	1	2					1	4
	Current :			2					2		1	
	Cumulative :			2					2		1	
Employee No. 7	Current :	11	6	3	2	2			1		2	4
	Cumulative :	11	6	3	2	2			1		2	4
	Current :		2	2	1	2			1			
	Cumulative :		2	2	1	2			1			
Category totals	Current :	102	25	8	4	5			1	1	3	11
	Cumulative :	102	25	8	4	5			1	1	3	11
	Current :		5	4	1	4			1	4	2	
	Cumulative :		5	4	1	4			1	4	2	

Category Title:		Thnk you	Oil & Fi	Air Filt	Tune Up	Fuel Fil	Emission	Fuel Inj	Alignmen	Shocks /	New Tire	Rotate T
Category Title:		Front Br	Rear Bra	Cooling	Thermost	Belts	Hoses	New Batt	Transmis	Clutch A		
Letters totals	Current :	12	9		1							3
	Cumulative :	12	9		1							3
	Current :											
	Cumulative :											

Category Title:		Promo	Labels
Letters totals	Current :		
	Cumulative :		

THE SERVICE MANAGER™

APPENDIX A SAMPLE REPORTS

Page (1) - Employee services report

13957 S Kostner Avenue Your Company Name Date : Monday, January 7, 2002
Crestwood, IL 60445

Name Vehicle	Address line 1	Address line 2	City	State / Zip	Home phone / Work phone / Extension					
Last Serv	Oil & Filte	Air Filter	Tune Up	Fuel Filter	Emission Te	Fuel Inject	Alignment	Shocks / St	New Tires	Rotate Tire
TY/Times	Front Brake	Rear Brakes	Cooling Sys	Thermostat	Belts	Hoses	New Battery	Transmissio	Clutch Adju	

A Cash Sale:

Commercial Account 13957 S Kostner Avenue Crestwood IL 60445 (708) 371-6555

Engine: License: VIN: Color:

Service Schedule: 1 Disc. code: Taxable: No Shop supplies: Yes A/R act. #: 1000 Current: 59.27 Cumulative: 59.27

Comment:

11/29/01										
07/31/01										
3										

Acme Products:

#1 2002 Chevrolet Avalanche 1000 East Avenue Hometown US 10001 (123) 555-1245

Engine: 5.3L VORTEC License: ACME 1 VIN: 3G2J333049I228426 Color: GREEN

Service Schedule: 2 Disc. code: Taxable: No Shop supplies: Yes A/R act. #: 1000 Current: 0.00 Cumulative: 0.00

Comment:

06/29/01	0 10/18/01									
621	2952 5									
--/--/--										
1										

Acme Products:

#12 2000 Pontiac Grand Prix 1000 East Avenue Hometown US 10001 (123) 555-1245

Engine: 2.5L License: ACME 12 VIN: 3G2J333049I126526 Color: BLUE

Service Schedule: 1 Disc. code: Taxable: No Shop supplies: Yes A/R act. #: 1000 Current: 0.00 Cumulative: 0.00

Comment:

07/13/01	0 10/04/01									
	26879 5									
--/--/--										
1										

Page (1) - Customer list by vehicle

THE SERVICE MANAGER™

APPENDIX A SAMPLE REPORTS

13957 S Kostner Avenue

Your Company Name
Crestwood, IL 60445

Date : Monday, January 7, 2002

Name Vehicle	Address line 1 Address line 2	City	State / Zip	Home phone Work phone / Extension
Commercial Account	A Cash Sale: 13957 S Kostner Avenue	Crestwood	IL 60445	(708) 371-6555
#1 2002 Chevrolet Avalanche	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
#12 2000 Pontiac Grand Prix	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
#2 2002 Chevrolet Avalanche	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
#23 1998 Ford Econoline E250	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
#3 1995 Ford Econoline E250	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
Commercial Account	Acme Products: 1000 East Avenue	Hometown	US 10001	(123) 555-1245
Adams, Mr. Jim 1997 Chevrolet Corvette	89 East Avenue	Hometown	US 10001	(123) 551-5454 (123) 555-1695
Adams, Mr. Jim 1999 Chevrolet Cavalier	89 East Avenue	Hometown	US 10001	(123) 551-5454 (123) 555-1695
Adams, Mr. John 1998 Ford F250 Pickup	C/O Compton 8243 E Elm Street	Your Town	US 10000	(123) 553-8585
Adams, Mr. John 1999 GMC Envoy	8243 E Elm Street	Your Town	US 10000	(123) 553-8585
Adams, Mr. John 2000 GMC Envoy	8243 E Elm Street	Your Town	US 10000	(123) 553-8585
Bandish, Ms. Debbie 1999 GMC Yukon Denali	802 N Ash	Oakwood	US 10004	(112) 555-9597
Beele, Mr. Jeff 1990 Pontiac LeMans	1853 Perth	Summerville	US 10009	(321) 555-9874 (321) 555-1010 X 326
2001 Cadillac Escalade	Benson, Mr. Philip 208 N Main	Summerville	US 10009	(123) 222-1614 X CELL
Berger, Ms. Darla 1999 Infiniti QX4	2166 Berry Court	Your Town	US 10000	(123) 556-9224 (123) 555-1414
1999 Dodge Pickup R2500	Blackwell, Ms. Karen 4104 Jeff Lane	Your Town	US 10000	(123) 555-3939 X PAGER

Page (1) - Customer list by vehicle

THE SERVICE MANAGER™

APPENDIX A SAMPLE REPORTS

Your Company Name
13957 S Kostner Avenue Date : Monday, January 7, 2002
Crestwood, IL 60445

System contains 72 vehicles representing 47 locations.
You service an average of 1.531 vehicles from each location.

Average number of days since service was repeated per vehicle:

Oil & Filter Change	138	Air Filter	159
Tune Up	311	Fuel Filter	291
Emission Testing		Fuel Injector Svc.	192
Alignment	460	Shocks / Struts	234
New Tires	329	Rotate Tires	124
Front Brakes	399	Rear Brakes	354
Cooling System Flush	305	Thermostat	283
Belts	128	Hoses	205
New Battery	192	Transmission Service	418
Clutch Adjustment			

The average vehicle has not been serviced for 102 days.

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APPENDIX A SAMPLE REPORTS

13957 S Kostner Avenue
Your Company Name
Crestwood, IL 60445
Date : Monday, January 7, 2002

Zip	Vehicles	Current sales - Total / Per vehicle	Cumulative sales - Total / Per vehicle
10002	5	27,490.35 / 5,498.07	27,490.35 / 5,498.07
10000	14	4,547.47 / 324.82	8,774.39 / 626.74
10001	4	1,456.71 / 364.18	1,456.71 / 364.18
10008	2	545.94 / 272.97	545.94 / 272.97
10006	2	68.29 / 34.15	68.29 / 34.15
10009	2	55.84 / 27.92	55.84 / 27.92

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APPENDIX A SAMPLE REPORTS

13957 S Kostner Avenue	Your Company Name Crestwood, IL 60445	Date : Monday, January 7, 2002
Vehicle	Name	Address line 1 City
		Address line 2
		State / Zip Type of letter
2000 GMC Envoy Home: (123) 553-8585	Adams, Mr. John Work: ()	8243 E Elm Street Your Town Serviced 06/24/01 at 21276.
		US 10000 New Tires
1999 GMC Envoy Home: (123) 553-8585	Adams, Mr. John Work: ()	8243 E Elm Street Your Town Serviced 06/24/01 at 21276.
		US 10000 New Tires
1996 Ford Thunderbird Home: ()	Blumenthal, Dr. Becca Work: (122)	2931 Charlette Summerville Serviced 07/31/01 at 62968.
		US 10009 Rotate Tires
1986 Chevrolet Monte Carlo Home: () 555-2757	Doran, Mr. Chris Work: ()	180 Ash Court Summerville Serviced 11/30/01 at 145260.
		US 10009 Oil & Filter Change
1991 Chrysler Imperial Home: (708) 555-6461	Johnson, Mr. William M. Work: (708)	1900 Walnut Place Homewood Serviced 11/03/01 at 62813.
		IL 60430 Oil & Filter Change
1991 Chrysler Imperial Home: (708) 555-6461	Johnson, Mr. William M. Work: (708)	1900 Walnut Place Homewood Serviced 07/06/00 at 43657.
		IL 60430 Tune Up
2000 Chevrolet Monte Carlo Home: (112) 481-8777	Thomas, Mr. William Work: (112)	12234 Any Street Your Town Serviced 11/29/01 at 28348.
		US 10000 Oil & Filter Change

THE SERVICE MANAGER™

APPENDIX A SAMPLE REPORTS

Comma delimited text file generated by the Export data Function

```
"{NAME}", "{ADDRESS1}", "{ADDRESS2}", "{CITY}", "{STATE}", "{ZIP}"
"A Cash Sale", "", "13957 S Kostner Avenue", "Crestwood", "IL", "60445"
"Acme Products", "", "1000 East Avenue", "Hometown", "US", "10001"
"Mr. Jim Adams", "", "89 East Avenue", "Hometown", "US", "10001"
"Mr. John Adams", "C/O Compton", "8243 E Elm Street", "Your Town", "US", "10000"
"Mr. John Adams", "", "8243 E Elm Street", "Your Town", "US", "10000"
"Ms. Debbie Bandish", "", "802 N Ash", "Oakwood", "US", "10004"
"Mr. Jeff Beele", "", "1853 Perth", "Summerville", "US", "10009"
"Mr. Philip Benson", "", "208 N Main", "Summerville", "US", "10009"
"Ms. Darla Berger", "", "2166 Berry Court", "Your Town", "US", "10000"
"Ms. Karen Blackwell", "", "4104 Jeff Lane", "Your Town", "US", "10000"
"Dr. James Block", "", "328 N Main", "Springfield", "US", "10008"
"Dr. Becca Blumenthal", "", "2931 Charlette", "Summerville", "US", "10009"
"Ms. Mary Braasch", "", "214 Sycamore Lane", "Oakwood", "US", "10004"
"Mr. Darien Carter", "", "9010 N Western Avenue", "Your Town", "US", "10000"
"Ms. Margaret Cunard", "", "934 N 7th Avenue", "Your Town", "US", "10000"
"Ms. Nicole Davison", "", "1287 Diamond Circle", "Diamond", "US", "10006"
"Diamond Police Department", "", "6850 Centennial Drive", "Diamond", "US", "10006"
"Mr. Joey Divinci", "", "5877 W 16th Street", "Catalpa", "US", "10005"
"Mr. Chris Doran", "", "180 Ash Court", "Summerville", "US", "10009"
"Ms. Heather Doran", "", "180 Ash Court", "Summerville", "US", "10009"
"Mr. Jonathon Evans", "", "1887 N Main Street", "Your Town", "US", "10000"
"Mr. Cory Farnsworth", "", "2335 Diamond Circle", "Diamond", "US", "10006"
"Mr. Jacob Fleckenstein", "", "1934 Golden Age", "Your Town", "US", "10000"
"Mr. Joseph Goddard", "", "7446 W Birdy Lane", "Diamond", "US", "10006"
"Mr. Robert Hawkins III", "", "5399 W 10th Street", "Next Town", "US", "10002"
"Mr. Robert Hawkins Jr.", "", "5150 Jeff Lane", "Your Town", "US", "10000"
"Ms. Samantha Hawkins", "", "446 W 16th Place", "Your Town", "US", "10000"
"Ms. Debbi Hawkins", "", "7446 W Birdy Lane", "Summerville", "US", "10009"
"Mr. Charles Hubbard", "", "15127 S Parker Coffin Rd", "Seven Towers", "US", "10007"
"Jamison Company", "Marilyn R. Adams", "12234 Any Street", "Your Town", "US", "10000"
"Mr. William M. Johnson", "", "1900 Walnut Place", "Homewood", "IL", "60430"
"Mr. Mark Krause", "", "3550 May Street", "Springfield", "US", "10008"
"Mr. Ramiro Londono", "", "119 W Main Street", "Summerville", "US", "10009"
"Ms. Julie Mathius", "", "422 W Sycamore Drive", "Diamond", "US", "10006"
"Ms. Julie Mathius", "", "7446 W Birdy Lane", "Diamond", "US", "10006"
"North Area Parts", "", "1116 N Main Street", "Tower", "US", "10003"
"Pizza Hut", "", "225 W Main Street", "Summerville", "US", "10009"
"Precision", "", "13957 S Kostner Avenue", "Crestwood", "IL", "60445"
"Ms. Debbi Savage", "", "446 W 16th Place", "Your Town", "US", "10000"
"Mr. Thomas Smith", "", "12228 N Oak Avenue", "Oakwood", "US", "10004"
"Mr. Butch Swart", "", "1730 Lockerbee", "Your Town", "US", "10000"
"Mr. Scott Templeton", "", "1115 N First Avenue", "Diamond", "US", "10006"
"Mr. William Thomas", "", "1245 Any Street", "Your Town", "US", "10000"
"Mr. William Thomas", "C/O Hi-Price Machine Co.:", "12234 Any Street", "Your Town", "US", "10000"
"Mr. Jeremy Walker", "", "1802 Birch Lane", "Summerville", "US", "10009"
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THE SERVICE MANAGER™

**APPENDIX A
SAMPLE REPORTS**

THE SERVICE MANAGER™

**APPENDIX B
SAMPLE LETTERS & POST CARDS**

YOUR COMPANY NAME

13957 S. Kostner Avenue
Crestwood, Illinois 60445
(708) 371-6555
January 7, 2002

Mr. William Thomas
1234 Any Street
Your Town, IL 65432

Dear Mr. Thomas,

Thank you! We appreciate the opportunity to service your Chevrolet Monte Carlo.

Lubrication of wheel bearings should be done periodically. Poorly lubricated bearings can cause very costly repairs. If you have a vehicle with more than 25,000 miles on the odometer, you may need this service.

You may want to take advantage of our wheel bearing re-pack special. We will remove all four bearings, wash out the old ineffective grease, inspect the bearings for wear and damage, and re-lubricate them. We will also replace the grease seals, adjust the bearings to factory specifications, inspect all four brakes, and rotate the tires.

This service package normally sells for \$39.95. If you bring in this letter within the next 30 days, you will receive this service package for only \$31.95. This price includes parts and is applicable to most cars and many light trucks.

Thanks again. We sincerely appreciate your business.

Very truly yours,

Your Company Name
Your Name

Complete Auto Service * All Work Guaranteed

Thank You Letter

THE SERVICE MANAGER™

**APPENDIX B
SAMPLE LETTERS & POST CARDS**

YOUR COMPANY NAME

13957 S. Kostner Avenue
Crestwood, Illinois 60445
(708) 371-6555

January 28, 1997

Ms. Marilyn R. Adams
C/O Jamison Co.
12123 Any Street
Your Town, US 12345 6789

Dear Ms. Adams,

Our computerized service records show that one or more of the following services may be required on your 95 Chevrolet Caprice.

Oil & Filter Change

Protect your investment. Our service maintains new car warranties. Please call to arrange an appointment so that we may serve you more promptly.

Thanks again. We appreciate your business.

Very truly yours,

Your Company Name
Your Name

Suggested Services - Promotional Letter

THE SERVICE MANAGER™

**APPENDIX B
SAMPLE LETTERS & POST CARDS**

YOUR COMPANY NAME

13957 S. Kostner Avenue
Crestwood, Illinois 60445
(708) 371-6555

January 28, 1997

Mr. John Beele
12123 Any Street
Your Town, US 12345 6789

Dear Mr. Beele,

Our computerized service records show that one or more of the following services may be required on your 95 Chevrolet Caprice.

Oil & Filter Change Tune Up
Fuel Injector Svc. Alignment
Rotate Tires Cooling System Flush
Transmission Service

Protect your investment. Our service maintains new car warranties.
Please call to arrange an appointment so that we may serve you more promptly.

Thanks again. We appreciate your business.

Very truly yours,

Your Company Name
Your Name

Suggested Services - Promotional Letter

THE SERVICE MANAGER™

APPENDIX B SAMPLE LETTERS & POST CARDS

Your Company Name
13957 South Kostner Avenue
Crestwood, IL 60445

Sometimes it's difficult to find time to say thanks. So let me take a moment to personally thank you for having us service your 92 Ford Thunderbird. Save \$20.00 on our Fall Special. Winter will be approaching shortly! Now is a good time for us to check over your auto's cooling system.

For \$39.95 we will pressure check the radiator and cooling system, check the belts and hoses, backflush the radiator and block, install flushing tee and clamps, install up to 2 gallons of anti-freeze, and install a can of cooling system conditioner. This is a \$59.95 value which is yours for \$39.95 upon presentation of this letter within 21 days.

Thanks again. We appreciate your business.

TO:
Mr. B. Blumenthal
12224 Ivy Street
Your Town, US 11111

Your Company Name
13957 South Kostner Avenue
Crestwood, IL 60445

Our computerized service records show that one or more of the following services may be required on your 95 Chevrolet Caprice.

Oil & Filter Change Tune Up

Protect your investment. Our service maintains new car warranties. Please call to arrange an appointment so that we may serve you more promptly.

Thanks again. We appreciate your business.

TO:
Ms. Marilyn R. Adams
C/O Jamison Co.
12123 Any Street
Your Town, US 12345

Post Cards

**THE SERVICE MANAGER™
APPENDIX C
SAMPLE TEXT**

****** THANK YOU LETTERS ******

We just wanted to take a moment of your time to say thanks for having us service your ****VEHICLE****.

We appreciate your business.

* * * * *

Sometimes it's difficult to find time to say thanks. So let me take a moment to personally thank you for having us service your ****VEHICLE****.

We appreciate your business.

* * * * *

Sometimes in the rush of business it is difficult to find time to say thanks. So let me take this opportunity to thank you for having us service your ****VEHICLE****.

Protect your investment. Our service maintains your new car warranty.

Thanks again. We appreciate your business.

* * * * *

In the rush of business we occasionally forget to say thanks. Your good will and patronage are among our most valued assets and we thank you for the confidence you have placed in us by having us service your ****VEHICLE****.

If ever you are not completely satisfied, please do not hesitate to call on us. Our goal is to do everything we can to assure complete satisfaction.

THE SERVICE MANAGER™

APPENDIX C SAMPLE TEXT

Again, our thanks for your patronage. We're looking forward to many more opportunities of serving you in the future.

* * * * *

**** PROMOTIONAL LETTERS ****

(Could be part of a thank you letter)

The hot days of summer are here. Air conditioning must operate at peak efficiency when it's needed most. To insure your driving comfort, have us check and recharge your air conditioner now. We will also test system operation, inspect the drive belt and check for leaks, all for only \$00.00 plus parts.

This offer is good for 30 days. Please call for an appointment so we may serve you more promptly. We appreciate your business.

* * * * *

Since you are a preferred customer, we want to thank you for your patronage by making this special offer. We will pressure test your vehicle's cooling system, check the hoses and belts for deterioration and damage, check for proper fan belt tension, check the radiator cap, inspect for coolant leaks and test the antifreeze. All this will be done FREE if you bring in this letter within 30 days.

We appreciate your business.

* * * * *

Lubrication of wheel bearings should be done periodically. Poorly lubricated bearings can cause very costly repairs. If you have a vehicle with more than 25,000 miles on the odometer, you may need this service.

You may want to take advantage of our wheel bearing repack special. We will remove all four bearings, wash out the old ineffective grease, inspect the bearings for wear and damage, and re-lubricate them. We will also replace the grease seals, adjust the

THE SERVICE MANAGER™

APPENDIX C SAMPLE TEXT

bearings to factory specifications, inspect all your brakes, and rotate the tires.

This service package normally sells for \$00.00. If you bring in this letter within the next 30 days, you will receive this service package for only \$00.00. This price includes parts and is applicable to most cars and many light trucks.

We sincerely appreciate your business.

* * * * *

It's time to get your car in shape for summer! With summer driving just ahead, car maintenance becomes very important to prepare it for the blistering heat.

To make your summer safe and enjoyable, we have priced our tires, including the popular all-season radial and the economical bias-ply, to fit your budget. We also have enclosed coupons for our car care specials. They represent top quality at an economical price, another way we can insure your safety this summer.

Remember, we service all your car care needs under one roof. Call us for an appointment and have a great summer. We appreciate your business.

* * * * *

The shock absorbers installed by the factory rarely last more than 20,000 miles. Worn shock absorbers can wear out tires, steering and suspension parts prematurely causing damage that is very expensive to repair. They also rob you of a smooth controlled ride and a car with worn shocks can be dangerous.

Let us inspect your shock absorbers. If they need replacement, have us install a set of 4 brand name lifetime warranty heavy duty shock absorbers for only \$00.00 each, a savings of 00% (installation not included). These are premium shock absorbers warranted for as long as you own your car. Just present this letter within the next 30 days.

Appointments are not always necessary but a phone call ahead will help us serve you more promptly. Thanks again. We appreciate your business.

THE SERVICE MANAGER™

**APPENDIX C
SAMPLE TEXT**

* * * * *

We invite you to take advantage of our "Beat the Cold" service special. First, we'll check your vehicle's cooling system. We will test antifreeze for protection level and condition, pressure test your vehicle's cooling system, inspect the hoses and belts for deterioration and damage, check for proper fan belt tension, check the radiator cap and thermostat for proper operation and inspect for coolant leaks.

Second we will test the starting charging system. We will test the starter, voltage regulator, alternator and test the battery under load. Also, we will inspect the condition of the battery hold-downs and battery cables.

All this will be done FREE if you present this letter within 30 days. There is no obligation.

Thanks again. We appreciate your business.

* * * * *

Save \$00.00 on our FALL Special.

Winter will be approaching shortly! Now is a good time for us to check over your auto's cooling system.

For \$00.00 we will pressure check the radiator and cooling system, check the belts and hoses, back flush the radiator and block, install flushing tee and clamps, install up to 2 gallons of anti-freeze, and install a can of cooling system conditioner.

This is a \$00.00 value which is yours for \$00.00 upon presentation of this letter within 21 days.

* * * * *

Tire life can be extended by periodic tire rotation. Bring this letter within the next 30 days, fill the tank, and we will rotate the tires FREE! This offer is good for any other car in your family. You must present this letter.

THE SERVICE MANAGER™

**APPENDIX C
SAMPLE TEXT**

Appointments are not always necessary but a call ahead will help us serve you more promptly.

Thanks again. We appreciate your business.

* * * * *

****** OIL CHANGE REMINDER LETTERS ******

Save money and avoid costly engine wear too. Our computer records show that it's time for an oil change on your ****VEHICLE****.

Bring your vehicle in for our 10 POINT SERVICE SPECIAL. We will:

- * Install up to 5 quarts of our best 10W-40 motor oil
- * Install a new oil filter
- * Lubricate and inspect the steering and suspension
- * Inflate and inspect tires
- * Check exhaust system
- * Inspect brake linings and check fluid level
- * Check shock absorbers
- * Inspect belts for condition and tension
- * Inspect cooling system hoses and coolant level
- * Check wipers and washers for proper operation

You will get all this for only \$00.00. Just present this letter within the next three weeks. We appreciate your patronage.

* * * * *

Save money and avoid costly engine wear too! Our computer records show that it's time for an oil change on your ****VEHICLE****.

Bring in this letter within 20 days. We'll change your oil, install a new oil filter, add up to 4 quarts of fine brand name 10W-40 all season motor oil, for only \$00.00. As an added special bonus, we'll give your vehicle a safety inspection to check it for dangerous

THE SERVICE MANAGER™

APPENDIX C SAMPLE TEXT

conditions.

To get this special price, just present this letter. We appreciate your business.

* * * * *

We can save you \$0.00. It's time for an oil change on your ****VEHICLE****.

Purchase an oil change, oil filter, chassis lubrication and air filter within 20 days of this letter. We'll give you up to five quarts of brand name 10W-40 all season motor oil at no charge.

Please present this letter when you pay the bill.

* * * * *

Just a note to remind you that it has been 3 months since you have been in for oil, filter and lubrication service on your ****VEHICLE****. It's due!

Let me take a moment to explain just what our lubrication service is. It is much more than just greasing 6 or 10 fittings on the front end. A properly performed lubrication consists of checking tires for pressure, master cylinder, radiator, washer fluid, battery, power steering and transmission for fluid level. It also includes a check of belts and hoses, and any other condition that may indicate the need for attention.

* * * * *

It's costly to neglect your vehicle! My records show that it's time for an oil change on your ****VEHICLE****.

Bring this letter into my new shop within 20 days. I'll change your oil, install a new oil filter, add up to 5 quarts of quality 10W-40 all season motor oil, and lubricate the chassis. As an added special bonus, I'll give your vehicle a 12 point safety inspection, all for only \$00.00. The inspection could prevent an unexpected breakdown and could save you money by catching small inexpensive problems before they become big expensive headaches.

THE SERVICE MANAGER™

APPENDIX C SAMPLE TEXT

Please present this letter. Appointments are not always necessary but a call ahead will help me serve you more promptly.

* * * * *

Save money and avoid unnecessary engine wear too. Our computer records show that it's time for an engine oil change on your ****VEHICLE****.

We will drain the motor oil, add up to 5 quarts brand name 10W-40 all season motor oil, install a new oil filter and lubricate the chassis. By presenting this letter within the next 21 days you can purchase this service package for only \$00.00. That's a full \$0.00 off the regular price of \$00.00.

Appointments are generally not needed. However, a phone call ahead will help us serve you more promptly. We appreciate your business.

* * * * *

**** TUNE UP REMINDER LETTERS ****

You could be throwing away money by wasting gasoline in an out of tune engine! Our computer shows it's time for a motor tune up on your ****VEHICLE****.

Let us give your vehicle a motor tune up using our diagnostic tune-up tester. We will:

- * Replace spark plugs
- * Clean, inspect & adjust carburetor and choke
- * Adjust engine timing
- * Replace fuel filter and PCV valve
- * Clean & adjust throttle linkage
- * Replace distributor cap and rotor if necessary
- * Clean or replace air & breather filters as necessary
- * Test drive the car
- * 90 day, 4000 mile warranty.

4 Cylinder \$00.00 V-6 \$00.00

THE SERVICE MANAGER™

APPENDIX C SAMPLE TEXT

6 " 00.00 V-8 00.00

(Includes labor for most cars and some light trucks. Vans slightly higher. Required parts are additional.)

To receive this special value, you must present this letter within 30 days. Appointments are not always necessary but a phone call ahead will help us serve you more promptly. We appreciate your business.

* * * * *

You may be throwing away money by wasting gasoline in an untuned engine! Our computer shows it's time for a motor tune up on your ****VEHICLE****.

Let us give your vehicle a motor tune up using our electronic diagnostic tune-up tester. We will give your engine a performance test which will check your engine's compression, ignition, exhaust emissions and starting/charging systems.

We will also give your vehicle a 7 point safety inspection to check hoses, belts, lights, transmission fluid level and condition, motor oil level and condition, and power steering fluid level. This includes a thorough road test.

4 Cylinder \$00.00 (parts and labor)
6 Cylinder 00.00 " " "
8 Cylinder 00.00 " " "

You must call for an appointment within 30 days to receive this special value. Please present this letter. We appreciate your business.

THE SERVICE MANAGER™
APPENDIX D
PRINTER CONTROL FILE (CfsPrn.Dta)

Customize the letterhead

You can customize the letterhead (company name and address) printed at the top of your letters by having the system tell the printer to select a special print style. The information necessary for the system to do this is stored in the printer control file (CfsPrn.Dta).

CfsPrn.Dta file

The CfsPrn.Dta contains numbers (printer control codes) to tell the printer which print style to use for printing the letterhead, followed by a second set of numbers, to tell the printer which print style to use for printing the body of the letters. This is followed by a third set of numbers, to tell the printer which print style to use for the body of the post cards. Last is a set of numbers, to tell the printer how to switch back to "normal" printing (the print style usually used for printing reports).

Characters per inch for letterhead

Printer control codes are numbers separated by commas. The first number in the file tells the system how many characters that will be printed per inch for the print style you have chosen for printing the letterhead. If this number is not correct the letterhead will not be correctly centered.

Type style for the letterhead

The second number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the letterhead. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the letterhead requires four codes there will be four numbers.

Characters per inch for the
body of the letters

The next number tells the system how many characters that will be printed per inch for the print style you have chosen for printing the body of the letter. (This number is usually 10.) If this number is not correct the letterhead will not be centered. The next number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the body of the letter. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the body of the letter requires six codes there will be six numbers.

Characters per inch for the
body of the post cards

The next number tells the system how many characters that will be printed per inch for the print style you have chosen for printing the post cards. (This number is usually 17.)

Type style for the body of
the post cards

The next numbers tell the printer how to select the type style you have chosen for the post cards. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For

THE SERVICE MANAGER™

APPENDIX D PRINTER CONTROL FILE (CfsPrn.Dta)

example, if the print style you have chosen for the post cards requires five codes there will be five numbers.

Characters per inch for reports

The next number tells the system how many characters that will be printed per inch for the print style you have chosen for printing reports. (This number is usually 17.)

Type style for the reports

The next number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the reports. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the reports requires five codes there will be five numbers.

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