

# ADVENT RESOURCES, INC.

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Advent Resources Inc. (310) 241-1500

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## IN THE NEWS

Data from

*Powergram*©

### Natural Gas Civic in '04

Honda plans to mass market its environmentally friendly natural gas-powered Civic GX next year in the U.S. The GX will reach showrooms in the second half of 2004 and will sell for \$20,000—\$3,000 more than a conventional gasoline-powered model.

The GX will cost one-third less to operate than a conventional gasoline-powered car and will emit far fewer pollutants. It has been sold mainly as fleet vehicles for utilities, universities and government agencies. To make the car more appealing to consumers, Honda will sell an appliance, which costs \$2,000, to help owners fill the tanks with natural gas from their homes. Currently, there are some 1,300 natural gas refueling stations in the U.S.

### Premiums Rise, Satisfaction Stabilizes

Auto insurance rates increased an average of 13% from 2002, although customer satisfaction with auto insurance providers has stabilized after a two-year decline, according to the J.D. Power and Associates 2003 National Auto Insurance Study,<sup>SM</sup> which is based on 14,882 responses from auto insurance policy holders.

"It's a step in the right direction when you compare it to the dramatic drop in customer satisfaction since 2001," said Carolyn Waidelich, research manager at J.D. Power and Associates, noting, "Consumers don't want to be forced to pay more for the same insurance services, but good customer service can help offset the sting of rising premiums."

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## Advent Welcomes



**T**his month we are joined by four new members from California. **I-10 Hyundai, Indio** in the I-10 Auto Mall and **San Bernardino Hyundai** at the foot of the San Bernardino mountains are welcome additions to our client family. And from Orange County, we are joined by **Santa Ana Hyundai** and **Tustin Mazda**.

Finally, from Hawaii, we welcome **Pflueger Auto Center Aiea** on the beautiful island of Oahu.

A warm welcome to all our new associates. 🌴

## Power User of the Month

*Laura Nichols*  
*IT Operations*  
*Manager, Rancho*  
*Santa Margarita*



**O**ne person we really enjoy working with is Laura Nichols, our Power User of the Month. She is the IT (Information Technology) Operations Manager at Rancho Santa Margarita in Rancho Santa Margarita, California (boy, is that a mouthful). Laura is in charge of maintaining the Advent systems and all computer systems for all four Superior Nissan stores. Since 2001, she has seen her responsibilities grow from coverage of a single store to the chain that it has become, now including stores in Puente Hills, Mission Hills and Carson, all of them in the Los Angeles area.

Don't work too hard, Laura. We hope you're around for a long time to come! 🌴

## Advent Dealer Alert!

*Credit Bureau Access*

**W**e have been notified by Experian that they will no longer support dial up credit bureau access after **January 1st, 2004**.

It is **critical** that you contact our sales group to sign up for First American Credco Internet based **FastCar** product. This will be the **ONLY** way to access Experian as of January 1st, 2004 from your Advent System.

First American offers very competitive bureau pricing and much more reliable and fast processing over a secure internet connection. It will be necessary for your Advent system to have access to the internet in order to process bureaus.

Please contact **Scott Smith**, Vice President of Sales at **310-809-7361** and he will make sure you are brought up to speed. 🌴

## Unconstructive Criticism

**N**ot every literary effort makes the best seller lists. And not all criticism is constructive. Sometimes it's just cruel – and funny. To wit:

*"Once I put it down, I couldn't pick it up again"* - New York Review of Books

*"This is not a book to be set aside lightly, but to be thrown with great force"*.

*"There is much in this book that is original and interesting. Unfortunately, the interesting bits aren't original and the original bits aren't interesting"*.

*"This book changed my life. Now my table balances..."*

*"From the moment I picked your book up until I put it down I was convulsed with laughter. Some day I intend reading it."* 🌴

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## Playing Hookey

A preacher woke up one Sunday morning and looked outside and saw it was a beautiful day. He decided to skip church and go play golf. So he called the junior pastor at his church and told him he was sick and couldn't give the sermon. The junior pastor told him not to worry, he would deliver the sermon.

The pastor drove about 40 miles away from town to avoid being spotted. As he was setting up his first drive on the first hole, Jesus leaned over to God in heaven and asked him, "Are You going to let him get away with this?"

God told Jesus not to worry, he would handle it. Right as God said that, the preacher hit the drive of his life. The ball traveled all 450 feet to the green, bounced once, and rolled in the hole. The preacher was ecstatic.

Jesus asked God, "Why would you let him do that?"

God said, "Because, who is he gonna tell?" 

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## Roar of the Crowd


Larry, a local football star, is jogging down the street when he sees a building on fire. A lady is standing on a third story ledge holding her pet cat in her arms. "Hey, lady", yells Larry, "Throw me the cat!"

"No," she cries, "It's too far!"

"I play football, I can catch him"

The smoke is pouring from the windows, and finally, the woman waves to Larry, kisses her cat goodbye, and tosses it down to the street.

Larry keeps his eye on the cat as it comes hurtling down toward him. The feline bounces off an awning and Larry runs into the street to catch it. He jumps six feet into the air and makes a spectacular one handed catch. The crowd that has gathered to watch the fire breaks into cheers.

Larry does a little dance, lifts the cat above his head, wiggles his knees back and forth, then spikes the cat into the pavement. 

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## Help Wanted

Do you know someone with experience in automotive dealerships working in F&I and/or accounting? We have two positions available. Both are 40-hours/week permanent positions with full benefits.

### SOFTWARE INSTALLATION SPECIALIST

Must have experience in ADP and/or R & R accounting systems use and setup; based in LA area, to travel throughout the US to install, train and consult with dealerships.

### CUSTOMER SUPPORT REPRESENTATIVE

Help desk agent to provide phone support for Advent accounting and F & I software; no travel, office in San Pedro.

*Advent Resources has a policy of not hiring from its customers. Therefore, this offer is being made only to those qualified persons not currently employed by Advent Resources' client dealerships.*

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## True Football Fan

Recently, I was at a professional football game supporting my favorite team. My seat wasn't the greatest, so when I noticed a vacant seat on the fifty yard line 10 rows up, I headed towards it. I asked the man sitting next to it if the seat was taken. He replied, "No".


I started talking to the man and I learned he owned the seat I was in. He said, "My wife use to love to come to these games until she died."

"Why didn't you give this seat away to a friend?" I asked.

He replied, "Because they are all at her funeral." 

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*What do you say to a football player in an Armani suit?*

*"Will the defendant please rise..."* 

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## No Man A Hero

*To His Caddy*

Golfer: "Think I'm going to drown myself in the lake."

Caddy: "Think you can keep your head down that long?"

Golfer: "I'd move heaven and earth to break 100 on this course."

Caddy: "Try heaven, you've already moved most of the earth."

Golfer: "Do you think my game is improving?"

Caddy: "Yes sir, you miss the ball much closer now."

Golfer: "Do you think I can get there with a 5 iron?"

Caddy: "Eventually."

Golfer: "You've got to be the worst caddy in the world."

Caddy: "I don't think so sir. That would be too much of a coincidence."

Golfer: "Please stop checking your watch all the time. It's too much of a distraction."

Caddy: "It's not a watch - it's a compass."

Golfer: "How do you like my game?"

Caddy: "Very good sir, but personally, I prefer golf."


Golfer: "Do you think it's a sin to play on Sunday?"

Caddy: "The way you play, sir, it's a sin on any day."

Golfer: "This is the worst course I've ever played on."

Caddy: "This isn't the golf course. We left that an hour ago."

Golfer: "That can't be my ball, it's too old."

Caddy: "It's been a long time since we teed off, sir." 

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