

# ADVENT RESOURCES, INC.

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## IN THE NEWS

Data from

*Powergram*®

Captives Lead

In Dealer Satisfaction

Dealers are more satisfied with their auto finance providers, particularly captive finance units, than ever before, according to the J.D. Power 2003 Dealer Financing Satisfaction Study.<sup>SM</sup> Some 74% of the 4,300 dealer principals surveyed are satisfied with their providers, up from 73% last year. An even higher percentage - 87% are satisfied with their captive finance providers.

A few highlights:

- For the third year in a row, Audi Financial Services ranks highest in satisfaction with prime retail credit and retail leasing services.
- Volvo Finance has the highest score in floor planning.
- Dealer satisfaction with independents that offer financing for consumers with lower credit ratings, declines to 58% from 61% in 2002. Due to an increase in default rates, many lenders have been forced to tighten credit standards, which has had the greatest impact on the independents, the study reveals.

Implication: The captives continue to provide consistent support for the auto finance market through improved service levels, low interest rates and the continued use of new-vehicle financing incentives. These have combined to earn captives their highest ranking in the 10-year history of the study. — James Lohmann, director of auto finance at J.D. Power and Associates


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## Advent Welcomes



Advent extends a warm welcome to four new members from Southern California. **Livingston VW** of Woodland Hills, **Murphy & Shelby Dodge** in San Fernando, **Auto Gallery** in Woodland Hills, and **Ontario VW** in Ontario are all new members of our client family.

**Dinneen Motors**, the first auto dealership in Wyoming, opened its doors in 1906 in downtown Cheyenne and joins Advent this month. Finally, from Arizona, we welcome **Mercedes Benz of Chandler**.


We anticipate an exciting future working with our new associates. 

## Power User of the Month

*Pat Coleman*  
*Business Manager,*  
*Norco Chrysler*  
*Jeep*



**P**at Coleman is our Power User of the Month. She has been the Business Manager for Norco Chrysler Jeep in Norco, California, since 1998. It's unusual to have a business manager act as the system administrator for an Advent HPSS system but that shows you the kind of exceptional person Pat is. She does most everything needed related to Advent software and hardware support except the heavy lifting. Pat is always friendly and patient and learns quickly. That's the kind of person every store needs!

We appreciate you, Pat, and know your co-workers do, too. 

## Great Truths

*On Growing Old:*

**Rule 1.** Growing old is mandatory; growing up is optional.


**Rule 2.** Forget the health food. I need all the preservatives I can get.

**Rule 3.** When you fall down, you wonder what else you can do while you're down there.

**Rule 4.** You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster.

**Rule 5.** It's frustrating when you know all the answers, but nobody bothers to ask you the questions.

**Rule 6.** Time may be a great healer, but it's a lousy beautician.

**Rule 7.** Wisdom comes with age, but sometimes age comes alone. 


## Exit Lines

*John was on his deathbed and gasped pitifully. "Give me one last request Dear," he said.*

*"Of course, John," his wife said softly.*

*"Six months after I die," he said, "I want you to marry Joe."*

*"But I thought you hated Joe," she said.*

*With his last breath, John said, "I do!"* 

What's the difference between  
a Bad Golfer and a Bad Skydiver?  
A Bad Golfer goes, *Whack, Dang!*  
A Bad Skydiver goes *Dang! Whack.*

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## Phone System

*Upgrade Successful!*

We finally got our new phone system installed, and based on the feedback we've gotten, you're much happier with it and so are we!

### Key In Response

You may have noticed that you are no longer prompted to speak your choices. That's because we had too many problems with the voice recognition being inaccurate. So our new system uses the more common "press 1 for..." prompts requiring you to always key in your response.

### Automated Callback


One of the most useful features is the automated callback. If you haven't tried it, please do. When all agents (technicians) are handling other callers and you don't want to wait on hold, you simply follow the prompts and key in a callback number, then record a brief message explaining who you are and why you're calling, and hang up. Your place in 'line' (or queue, in phone lingo) is preserved. This means the phone system will bring up your callback on the screen of the next available agent. The agent must return your call before taking other calls that followed yours. It's so simple and saves you time and stress. And who doesn't need that?!

### Directory

Also, we now have a directory where you can look up anyone's extension by keying in their first name. Just press '1' and follow the prompts. Note that all of our extension numbers changed with the new system so don't just key in the old numbers you've memorized!

We are still learning things about the system and will be incorporating new features over time to make it an even more effective communication tool.

### Feedback Welcome!

Please let us know what you think and how we can improve this great new tool. 

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## A Child's Eye

Youth has a particular point of view. Speaking in all seriousness, they can be perfectly hilarious.

### NUDITY

I was driving with my three young children one warm summer evening when a woman in the convertible ahead of us stood up and waved. She was stark naked! As I was reeling from the shock, I heard my 5-year-old shout from the back seat, "Mom! That lady isn't wearing a seat belt!"

### MORE NUDITY

A little boy got lost at the YMCA and found himself in the women's locker room. When he was spotted, the room burst into shrieks, with ladies grabbing towels and running for cover. The little boy watched in amazement and then asked, "What's the matter - haven't you ever seen a little boy before?"

### POLICE

It was the end of the day when I parked my police van in front of the station. As I gathered my equipment, my K-9 partner, Jake, was barking, and I saw a little boy staring in at me. "Is that a dog you got back there?" he asked.

"It sure is," I replied.

Puzzled, the boy looked at me and then towards the back of the van. Finally he said, "What'd he do?"

### ELDERLY

While working for an organization that delivers lunches to elderly shut-ins, I used to take my 4-year-old daughter on my afternoon rounds. She was unfailingly intrigued by the various appliances of old age, particularly the canes, walkers and wheelchairs. One day I found her staring at a pair of false teeth soaking in a glass. As I braced myself for the inevitable barrage of questions, she merely turned and whispered, "The tooth fairy will never believe this!"

### DRESS-UP

A little girl was watching her parents dress for a party. When she

saw her dad donning his tuxedo, she warned, "Daddy, you shouldn't wear that suit."

"And why not, darling?" he responded.

"You know that it always gives you a headache the next morning."

### DEATH

While walking along the sidewalk in front of his church, our minister heard the intoning of a prayer that nearly made his collar wilt. Apparently, his 5-year-old son and his playmates had found a dead robin. Feeling that proper burial should be performed, they had secured a small box and cotton batting, then dug a hole and made ready for the disposal of the deceased. The minister's son was chosen to say the appropriate prayers and with sonorous dignity intoned his version of what he thought his father always said:

"Glory be unto the Faaaather, and unto the Sonnn ..... and into the hole he goooooes."

### SCHOOL

A little girl had just finished her first week of school.


"I'm just wasting my time," she said to her mother. "I can't read, I can't write and they won't let me talk!"

### BIBLE

A little boy opened the big family bible. He was fascinated as he fingered through the old pages. Suddenly, something fell out of the Bible. He picked up the object and looked at it. What he saw was an old leaf that had been pressed in between the pages.

"Mama, look what I found", the boy called out

"What have you got there, dear?" his mother asked.

With astonishment in the young boy's voice, he answered, "I think it's Adam's underwear!" 

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## Random Observations

☞ Whenever I feel blue, I start breathing again.

☞ All of us could take a lesson from the weather. It pays no attention to criticism. 