



Advent Resource

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IN THE NEWS

Data from
Powergram©

GM Helps Green Dealer Pilot

General Motors Corp. will help fund the installation of a BP Plc solar power system and natural gas microturbine generators from Capstone Turbine Corp. at the new Rydell Chevrolet-Buick-Pontiac-GMC dealership in San Fernando, CA. The pilot project, part of a clean-air partnership with the South Coast Air Quality Management District, is an effort to help reduce electricity usage and cut costs. Wes Rydell operates nearly three dozen dealerships in nine states. The generators could reduce power costs by about 15%.

VW To Split

Volkswagen Group will split into two car divisions this month and two executives will be appointed to run the units, according to *Automotive News*. The sporty or southern division will include the Audi, Lamborghini and Seat brands and the classic or northern division will include VW, Skoda and Bentley brands. A third unit may be created for light commercial vehicles and possibly include heavy trucks.

0% Loans Extended

The U.S. Chrysler Group extended offers of 0% interest and low-interest loans to November 19 on some of its models, according to a company statement. The deals were to expire October 31. Previously, GM extended its offer to November 18. The offer of 0% interest financing appears to be changing the mix of term loans vs. cash or lease deals for 2002 models, according to *J.D. Power and Associates Power Information Network (PIN)* transaction data. No-interest loans boosted October new-vehicle sales to near record levels despite fears of a softening market after September 11.

Data for this column is courtesy of The PowerGram, published by J.D. Power and Associates. Copyright 2001 by J.D. Power and Associates. All rights reserved. A free subscription to the daily PowerGram is included with your participation in the Power Information Network. Contact Tim Gill @ (310) 241-1500.

Advent Welcomes


Niello Company
Courtesy Chevrolet • SunRoad Auto

It's time for a little catch up on new client news as our installation teams have been very busy this quarter. First we would like to welcome the **Niello Company** from Sacramento, California who represent Acura, Audi, BMW, Infiniti, Porsche, Volkswagen and will soon open new Land Rover and BMW Mini stores in the Sacramento market. Welcome to all of the Niello folks.

In addition we extend a warm welcome to **Courtesy Chevrolet** of Thousand Oaks California, which was founded in 1949 and has been under the same ownership for over 50 years in the Thousand Oaks Auto Mall just off the 101 freeway in the San Frenando Valley north of Los Angeles.

Our crews have also just finished the implementation of the **SunRoad Auto** group in San Diego California which includes Kearny Mesa Ford, Pacific Honda and Pacific Daewoo. It is always enjoyable installing systems in beautiful San Diego so welcome to all of the SunRoad folks.

We very much appreciate the confidence you have all shown in Advent as a vendor and we hope you will find our software and services the best that are available. We thank you for your business.


We are gratified to see so many new clients this month and we look forward to a long and mutually beneficial relationship. 

Power User of the Month

Chuck MacLeod

Parts Director, Weatherford BMW


As our Power User of the Month, we honor **Chuck MacLeod**, the Parts Director at Weatherford BMW in Berkeley, California. Chuck has doubled as the systems administrator for their Advent system for the past couple of years where he has been a delight to work with. He never complains when we have to pull him away from his other job to act as a go-between for his Advent users. That not only

makes working with him easy but helps get his co-workers back up and running quicker, too. Thanks and keep up the good work, Chuck! 

Fine Print

Truth in Packaging

We submit further proof that the human race is doomed through stupidity: actual label instructions on consumer goods.

- ❖ On a bag of Fritos: *"You could be a winner! No purchase necessary. Details inside."*
(The Shoplifter special!)
- ❖ On some Swanson frozen dinners: *"Serving suggestion: Defrost."*
(But it's "just" a suggestion.)
- ❖ On Tesco's Tiramisu dessert (printed on bottom): *"Do not turn upside down."*
(Too late!)
- ❖ On Marks & Spencer Bread Pudding: *"Product will be hot after heating."*
(As night follows day ...)
- ❖ On packaging for a Rowenta iron: *"Do not iron clothes on body."*
(But wouldn't this save me more time?)
- ❖ On Boot's Children Cough Medicine: *"Do not drive a car or operate machinery after taking this medication."*
(We could do a lot to reduce the rate of construction accidents if we could just get those 5-year-olds with head colds off those forklifts.)
- ❖ On Nytol Sleep Aid: *"Warning: May cause drowsiness."*
(One would hope!)
- ❖ On most brands of Christmas lights: *"For indoor or outdoor use only."*
(As opposed to what?)
- ❖ On a Japanese food processor: *"Not to be used for the other use."*
(I gotta admit, I'm curious ...)
- ❖ On a Swedish chainsaw: *"Do not attempt to stop chain with your hands or genitals."*
(Was there a lot of this happening somewhere? My God!) 

Daily Rental Application


New Product Release

Currently many high line manufacturers, including Mercedes Benz, BMW and others, sponsor and require their dealers to have service loaner cars available. Over the past few years, we have been asked many times to consider the development of an add-on application to the Advent Sales System which could use the available customer information and facilitate the management of a service loaner and rental car fleet.

Our client House of Imports began testing the Advent Daily Vehicle Rental application about 6 months ago. Larry Lewis, the director of fixed operations at House of Imports, explains, "Without some way to manage our loaner cars, the process of handling our loaner car rental fleet became overwhelming. People who had just spent 75 thousand dollars on a new Mercedes would become quite put off when we would ask them for information for a rental car. Our goal is to improve our customer satisfaction and manage the process of administering a loaner car fleet."

Larry and his staff at House of Imports have been our development partner on this and we thank him for his assistance and feedback. Vehicle Daily Rental will be available in the 4.2 release of Advent. The software has some very simple but effective tools to help manage the process:

- 1) Separate Rental/Loaner Vehicle Inventory.
- 2) Contract/Rental Agreement billing process.
- 3) Business reporting functions including daily, weekly, and monthly sales reports; available vehicle lists; Open Contract report, Closed Contract report; and many others.
- 4) Integration to the Advent Sales System Customer name file so that the data already on file can be used to prefill rental agreements.
- 5) Laser Document production, including Reservation Cards and Rental Contract and Vehicle Condition worksheets.
- 6) Integrated Driver's License Scanning: if the customer is not on file then the data entry is quick and painless.
- 7) Dealer defineable rental type codes and rental status codes.

- 8) Integrated memos for vehicles and rental agreements which are sortable and reportable.
 - 9) Standard charges set up for contract billing.
 - 10) Available unit indicator to help manage vehicle availability.
- Please contact Tim Gill, Bob Oster or Scott Smith to discuss the logistics of setting up and using this high value new Advent feature, Daily Vehicle Rental. 

Safety First

Back Up Your Data!


Every Advent system is designed to have all its data backed up nightly to tape as part of your business disaster recovery plan. Should disaster strike your data, having a good backup can be a lifesaver! This means following a few simple rules:

- 1) **Don't use the same tape every night** – rotate. Use a different tape for each day of the week your store is open. Why? Sometimes a data problem will not be discovered right away, and data will need to be restored from several days back. If the same tape is re-used daily and overwritten, this will not be possible and the data is lost.
- 2) Be sure to label the tapes by day of the week and always use that day's tape: use the Tuesday tape on Tuesday, etc.
- 3) Make sure that someone is available for the tape change-out and storage duties when people are out sick or on vacation. Skipping even one day can be disastrous.
- 4) Be sure **all** personnel who share these duties **fully understand** how to properly change and store the tapes.
- 5) Store the tapes off-site or at least in a fire-resistant safe or strong box. If a disaster such as a fire or flood destroys your server, it will likely destroy the tapes sitting on the shelf next to it as well.
- 6) **Clean the tape drive once a week** using a cleaner tape. (You can buy them from us.) Pick a day and stick to it. We suggest every Friday so you have good backups over the weekend. Seriously, we get a lot of reports of backup failures that

simply require the drive to be cleaned. So do it!

These common-sense rules insure that you are covered when the unthinkable happens. Without a good backup, your data would be lost forever.


As always, we are here to help when you need us, but ultimately, it is **your responsibility** to follow these simple rules. Swap the tapes and store them properly – Advent does the rest.

If you have questions or comments, just call us at 888-9ADVENT (888-923-8368). 

You Need To Know

Absolutely, Positively

Stick with us. You'll never run out of small talk. Here's a Top Ten List that will intrigue the most critical holiday audience.

- 1) The first couple to be shown in bed together on prime time TV were Fred and Wilma Flintstone.
- 2) Coca-Cola was originally green.
- 3) Every day more money is printed for Monopoly than the US Treasury.
- 4) Men can read smaller print than women can; women can hear better.
- 5) The state with the highest percentage of people who walk to work: Alaska.
- 6) The percentage of Africa that is wilderness: 28% now get this...
- 7) The percentage of North America that is wilderness: 38%
- 8) The cost of raising a medium-size dog to the age of eleven: \$6,400
- 9) The average number of people airborne over the US any given hour: 61,000
- 10) Intelligent people have more zinc and copper in their hair. 



*From Advent to
All Our Extended Family*
