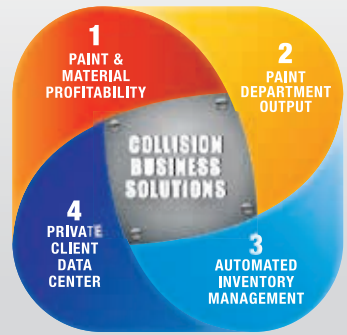


# 4 Private Client Data Center



## INFORMATION TRANSPARENCY

*"Ever call your jobber salesman for a copy of an invoice or other information on your account and then wait while they called someone else to research it?"*

Our Private Client Data center will eliminate that! Anything that does not add VALUE is COST! Time needlessly spent to obtain information is COST!

An exclusive portal to client-specific and industry information

- Private Data
  - > Purchase Histories
  - > VOC Data
  - > Client Pricing, price lists
  - > Invoices, Credit memos
  - > Statements
  - > A/R balances
  - > Standard inventories
  - > Usage Reports
- Product Information
- Industry Links

**Easy and Self Service Available 24/7 Secure**



**INVOICE**

Bill To: PFF Baltimore-1010, 2042R Lord Baltimore Drive, Baltimore, MD 21244. Ship To: Same As Customer - 101013200. Phone: 410-944-3003, Fax: 410-944-3363.

Q	Date Due	Amount	Balance
04	01/00/2015	\$3,173.88	\$3,173.88
04	01/00/2015	\$55.35	\$55.35
04	01/00/2015	\$75.35	\$75.35
04	01/00/2015	\$-30.80	\$-30.80
04	01/00/2015	\$121.60	\$121.60
04	01/00/2015	\$228.43	\$228.43
04	01/00/2015	\$69.16	\$69.16
04	01/00/2015	\$1,081.15	\$1,081.15
04	01/00/2015	\$1,003.00	\$1,003.00
04	01/00/2015	\$-198.40	\$-198.40
04	01/00/2015	\$1,515.83	\$1,515.83
04	01/00/2015	\$553.84	\$553.84
04	01/00/2015	\$54.35	\$54.35
04	01/00/2015	\$847.26	\$847.26
04	01/00/2015	\$324.10	\$324.10
		<b>\$8,945.53</b>	<b>\$8,945.53</b>

**Collision Solutions**  
Continuous Innovation Creating Successful Solutions for Winning Customers!

DECEMBER 2014 Written by John Halstead - Edited by Debbie Swanson

**TOP PRIORITIES for 2015**

**Our Industry Continues to Evolve and Change!**

**What is a challenge to growth is an opportunity for others...**

- Consumers and Insurers are pickier about whom they do business with
- Automobiles are getting more complicated with sophisticated electronics, crash mitigation systems, and new materials (i.e. aluminum and carbon fiber)
- Competition is getting tougher with rampant consolidation
- Labor times are trimmed, our parts process is out of control, and insurers are demanding shorter cycle times

It is tougher and tougher to meet these demands and make enough profit to continue to reinvest in your business.

For 2015, our suggestion is to focus first on internal processes to become more productive and profitable and then to utilize that capacity to attract more work.

**#1 Decrease Cycle Time by Increasing "Touch Time"**

Seventy-five percent of the working hours a vehicle is in most facilities, it is NOT being worked on. Decreasing that figure by 1/3 will double a shop's production capacity. In those facilities, techs actually "touch" any given vehicle with only 2 labor hours each day it is in their possession. Your goal should be at least 4 hours or more.

Once you have the vehicle in your facility, you must implement a repair planning (or blueprinting) process for all vehicles that includes a thorough tear down, a complete damage report, and a single parts order. And, to carefully mark up the vehicle indicating repair/replace instructions, guidance regarding any old damage, and refresh procedures. An extra hour or two upfront will save days, even weeks, and the back end.

**WE ARE A DIFFERENT KIND OF DISTRIBUTOR:**  
Information Transparency



**The NCS Brand Promise**  
"Reducing Your Cost of Doing Business"