

Auto Body Supply

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HOW WELL DO YOU COMMUNICATE WITH YOUR CUSTOMERS?

JD Power and Associates studies report the **#1 reason** for a **dissatisfied collision repair customer** is no one communicated with them throughout the repair. They dropped the vehicle off on Monday and got a call eight days later saying the vehicle is done and needs picked up. They don't know anything about how the repair went or why it took longer than they think it should have.

ALL customers should be contacted at least every other day while their vehicle is on the shops property.

In today's day of telephone, text, and email, it's easier than ever before to communicate with your customers. Start today and develop a process to improve the line of communication with your customers.

What Do You Do if Paint Manager Software Says "Factory Pack"?

Over the last few years, more and more OEM manufacturers are offering some very distinctive colors to differentiate themselves in the market. Many times, these colors are only produced in small quantities and contain costly or exotic pigments. Also, these colors often take the lab more time to develop a product or application process.

What if one of these unique cars shows up in your shop? In these cases, **PPG** offers a factory pack solution as indicated in the **Paint Manager**® software. When you look up one of these new colors, the formula will state "Factory pack" and the comments will say "Factory Pack available". **Contact your ABS Sales/Tech Rep for Factory Pack needs.**

Make sure you are proactive with your paint color selection and determine what is needed in the early stages of the repair.

Code	Descr.	g [Inc]	g [Cum]	VOC Reg.LWLE:	VOC Act:	VoHAPS
FACTORY PACK	FACTORY PACK ONLY	113.4	113.4	1 lbs/gal	1 lbs/gal	0 lbs/gal

Layer 2/2	Lead
Tinted Clearcoat/Transp	0.00%
Formula By	Density
U.S. Quarts	1 lbs/gal
Amount (qt)	1

Instructions Top for basecoat 946211/1; Factory Pack available, contact Color Library;

PAINT MANAGER MAINTENANCE

Exit out of **Paint Manager**® every night

Restart the **Paint Manager**® computer at least once a week in order to allow the software to update.