

### **XSELLERATOR™ Quick Tip #1 — Shortcut Keys**

Not many people realize that XSELLERATOR has built in shortcut keys allowing the user to complete repetitive tasks while leaving both hands on the keyboard. All of the key areas of XSELLERATOR can be accessed with a combination of two keys. For example the Journals screen is CTRL-J, Workorder List is CTRL-W etc. Similarly most of the buttons we typically click with the mouse have an underlined letter on them. These buttons can be accessed using ALT+ underlined letter, for example Exit is ALT-E. Start with one shortcut and you will find yourself eventually adding a number of time-saving shortcuts without even thinking about it.

*Thanks to Rob McLachlan, Controller, Finch Auto Group for this handy tip.*

### **XSELLERATOR™ Quick Tip #2 — Lock Down Quoted Parts Prices**

XSELLERATOR 4.7 allows you to lock down the quoted price of a part for a special order customer. This will increase customer confidence by reducing the chance of a price misunderstanding.

Simply enter the price quoted in the Quote field of the Inventory Order. This will lock down the price of the customers special ordered part. When the part arrives and the special order is entered on a part sale or work order, the quote price will pull into the Price Used field. This will save you from having to remember the quoted price and eliminates the need to manually adjust the price.

*Thanks to Dean Sullivan, Quorum's Fixed Ops Team Lead, for this great tip.*

### **Message from Maury**

#### **Quorum Expands Its Development Focus to Multiple OEMs**

Obviously 2009 was an incredibly challenging year for all of us. Here is how the year ended for Quorum.

- Start 2009**
- 90% of our dealerships have a GM franchise
  - 23% of our customers will not have their franchises renewed
    - 8% of our customers close their doors
    - 15% of our customers transform their business
  - Record sales in November and December replaced the 8%

- End 2009**
- 75% of our dealerships have a GM franchise

- Early 2010**
- Quorum takes over as the number two supplier to GM dealerships in Canada.



The silver lining for Quorum is that 15% of our customers transformed their businesses to new markets. To continue to serve those customers, Quorum had to meet the challenge of integrating to multiple new manufacturers. After a lot of hard work, the result is that our XSELLERATOR system is now available for:

- Chrysler dealerships throughout Canada and US.
- Hyundai and Kia dealerships in Canada.
- Nissan and Subaru dealerships in Canada, with limited integration.
- NAPA and Uniselect aftermarket dealerships in Canada.

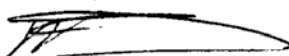
One of the key questions is "how were we able to build all this integration so quickly"? The answer is that we utilized technology to build a special integration layer to our software. This layer allows us to "plug in" new OEM integration with limited development time. Of course, in partnership with GM we continue our mission to build out new "plug ins" to add to the already deep integration we have for all our GM customers – in fact it is the deepest integration in the industry.

And, we aren't done there. In 2010, we plan to bring on at least one or two more OEMs in Canada and we may get one more OEM added for the US. So...why is this important to our current customers? There are a few reasons:

- a) If you are purchasing a new dealership or switching OEMs, you need some comfort that Quorum can accommodate your needs.
- b) Longer term, Quorum's goal is to provide our system to most OEMs across Canada and the US. This provides Quorum with a strong growth path and long-term security because we are not reliant on one or two manufacturers.
- c) Part of our move to other OEMs makes our system more "all makes" orientated. Since you handle all makes, we are also building out features that will help your used and service departments.

We hope that you can join our quarterly webcast to learn more about our plans and to provide us with your valuable input.

Sincerely,



## Welcome to Our Newest Customers

Preferred Auto Group Inc. – Fort Wayne, IN – Go-live planned for March 2010

Sandman Brothers Inc. – Shelbyville, IN – Go-live planned for March 2010

Hug Chevrolet Co. – Charleston, AR – Go-live planned for April 2010

Thomas Pontiac Buick GMC – Cobourg, ON – Go-live planned for May 2010

Sierra Motors – Jamestown, CA – Go-live planned for May 2010

Equal Transport – Carlyle, SK – Joined Quorum January 2010

Belanger Automax – Orleans, ON – Joined Quorum February 2010

Sankey Automobile Company Ltd. – Colusa, CA – Joined Quorum February 2010

### And a special Welcome Back to

Oceanside Chevrolet – Parksville, BC – Oceanside originally joined Quorum in early 2005, left Quorum for another DMS in October 2009, and now they're scheduled to go-live in a return to Quorum in March 2010.

### Are you interested in

*Free!*

### Monthly Support?

When you chose Quorum as your DMS provider, you made a smart business decision to use new technology to improve your dealership's efficiency and profitability. Now, we'd like to ask you to share your sound decision with others by referring new dealers that could benefit from Quorum's DMS solution. In return, we'd like to give you . . .  
Free Monthly Support!

*For more information, go to the Support Portal and look for "Customer Referral Program" under "Headlines".*

## Join Our Webcasts with Maury...

### For customers in BC / AB / SK / MB

**Wednesday, March 10, 2010**

1:30 pm PST / 2:30 pm MST / 3:30 pm CST

### For customers in ON / PQ / Atlantic Provinces

**Thursday, March 11, 2010**

11:00 am EST / 12:00 pm AST / 12:30 pm NST

**Special Guest Speaker** – Neil Kalawsky, Chairman of CADA & Dealer Principal, Kalawsky Pontiac Buick GMC, Castlegar, BC  
Neil will share CADA's agenda for 2010.

### For USA Customers

**Thursday, March 11, 2010**

2:00 pm PST / 1:00 pm MST / 2:00 pm CST /  
3:00 pm EST

**Special Guest Speaker** – Scot Eisenfelder, Vice President Strategy, AutoNation  
Scot will talk about The Changing World of the automotive industry.

Details will be sent out via e-mail the first week of March.

E-mail your questions or input to

**Webcasts@QuorumDMS.com**