



EDUCATION



CONSULTING



PERFORMANCE
GROUPS



TOOLS



PERFORMANCE
ALLIANCE

DuPont Performance Services

PROVEN SOLUTIONS. PERSONALIZED IMPLEMENTATION.



The miracles of science™

At DuPont, we are always listening to the voice of our customers and then taking a hard look at our products and services to determine how we could be doing things even better to meet their evolving needs. This focus on continuous improvement has led to many significant changes and exciting innovations over the years. Most recently, it led to the creation of DuPont Performance Services—your source for an industry-leading, value-added program specifically designed to help customers of all our paint brands improve their profitability.



Proven Solutions. Personalized Implementation.

- The experienced team behind DuPont Performance Services, which includes local DuPont representatives, Business Development Managers, certified instructors and paint jobbers, is among the best in the business—highly trained and fully committed to understanding your needs, matching solutions to those needs and then using our vast resources to help you implement those solutions to achieve optimal results.
- At DuPont, we understand that your relationship with a paint manufacturer is based on receiving the highest quality refinishing products and color systems on the market. Products and systems that will help you maintain above average paint labor efficiency and paint material profitability.



We also believe that this relationship should extend to value-added services that will help improve your profitability by driving more work “TO” your repair center and then optimizing how quickly and cost effectively you get the vehicles “THRU” your repair center. This belief is the driving force behind DuPont Performance Services.

- This catalog is designed to give you an overview of the wide variety of value-added services available from DuPont Performance Services. It is also meant to provide you with a better understanding of our philosophy of always using a personalized approach.
- Simply stated, our goal is to work WITH you to understand your business needs, develop a Services Implementation Plan tailored to meet those needs and then assist you with implementation. We want to help you every step of the way.

As a customer of DuPont Performance Services, you will have access to a large team of experts at the local level who have been cross-trained to better meet your needs. That means that each and every person on the team has the expertise to be able to assist you in matching solutions to your needs and implementing those solutions to help you achieve your goals.

Our philosophy is to always use a personalized approach. We don't just offer a long list of tools and services, we work with you from needs analysis through implementation, providing the resources and expertise you need to be successful.

And when it comes to implementation, we believe that success requires three things:

- 1 Process improvements must be practical.
- 2 Qualified mentors must be available to assist your staff on site.
- 3 Both parties—the collision repair center and the services provider—must be equally committed to implementation.



Our goal is to work WITH you to implement the strategy best suited to your needs.

We offer a broad range of proven solutions to help collision repairers work smarter, faster and more profitably.



Whether you are looking for more effective ways of attracting and keeping customers, practical methods for improving shop productivity or better tools for managing your business, DuPont Performance Services can help you achieve your goals.

Easy, 3-Step Process to Match Solutions to Needs



① Assessment

Your local DuPont representative will use one or more of three detailed worksheets when interviewing you to obtain the data necessary for us to better understand your business needs and the results you are trying to achieve. This will enable us to provide you with the best match of solutions to needs.



② Matching Solutions to Needs

We will use our unique dial-a-service tool or automated service matching tool to identify the service or services from among the five categories of DuPont Performance Services solutions that best match your needs. Your local DuPont representative will analyze the solution that is identified and collaborate with you to create a customized Services Implementation Plan.

You will then receive:

- Benchmarks comparing your results to industry inter-firm comparison data
- Sell sheets describing solutions from DuPont Performance Services to optimize the key results
- A formal Services Implementation Plan with timelines for your repair center



Your customized Services Implementation Plan is now ready to start helping your collision repair center operate to its fullest potential.

③ Implementation

DuPont has the collision repair industry's largest staff of dedicated field support representatives available to work with you to implement the Services Implementation Plan that has been tailored to meet your needs.

Depending on your needs and budget considerations, you can take full advantage of our "do-it-with-you" approach or you can choose a "do-it-yourself" approach.

DuPont Performance Services Has Five Categories of Solutions



EDUCATION



CONSULTING



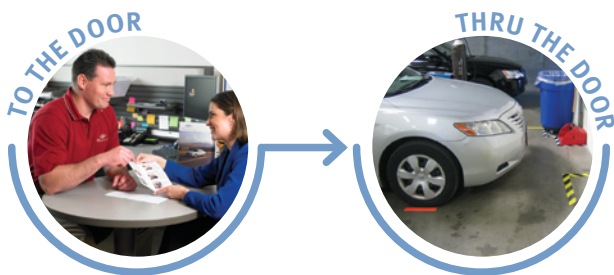
**PERFORMANCE
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Your employees are your most valuable asset. Providing them with opportunities to increase their knowledge and improve their skills makes good business sense. The

content development experts at DuPont Performance Services have integrated solid management practices and industry-specific best practices in developing a series of courses that will help make your most valuable asset even more valuable.

DuPont Performance Services Education Courses Currently Available

Who Should Attend*

Topics	Course Level	Duration & AMI Credits	I-CAR Equiv. Credits	EST	CSR or OM	PC	PM	MKTG	TECH	GM
Focused on driving work “TO” your repair center										
Marketing to Insurers & Fleets	301	8 hrs.	2					●		●
Marketing to Consumers & Dealers	201	8 hrs.	2					●		●
Damage Analysis	101	8 hrs.	1.75	●						●
Damage Analysis - Heavy Trucks	101	8 hrs.	N/A	●						
Sales	101	8 hrs.	1.75	●	●					●
Focused on improving the way you get work “THRU” your repair center										
Production Management - Pre-Lean	101	8 hrs.	1.75			●	●			●
Fast Track System Implementation	201	2 hrs.	0.5			●	●		●	●
Lean Thinking - 2-day	101	16 hrs.	4			●	●		●	●
Lean Thinking Part I - Implementing 5S	201	8 hrs.	2			●	●		●	●
Lean Thinking Part II - Waste Elimination & Value Stream / Process Mapping	201	8 hrs.	2			●	●		●	●
Financial Management	201	8 hrs.	1.75		●		●			●

*Course content is directly applicable to this role within the collision repair center.

EST = Estimator
CSR = Customer Service Rep.
OM = Office Manager

PC = Parts Coordinator
PM = Production Manager
MKTG = Marketing Rep.

TECH = Technician
GM = General Manager

Instructional Method and Content

- Every course is taught using the guided discovery learning model because we know that adult learning requires extensive student interaction to optimize retention.
- Course content is highly relevant to the target attendee's role in the industry and the exercises used in all courses are related to collision repair to reinforce learning.
- Courses are AMI approved and allow attendees to earn I-CAR equivalency credits.
- Facilitators are either industry experts or DuPont Business Development Managers who are certified to deliver a consistently high-quality educational experience.
- Course pre-work or post-course project work is often required and for DuPont management certification, a set of criteria tied to implementation is required.



Implementation Focus

- All course attendees receive an interactive CD containing tools that they can quickly and easily customize for use in their facility to implement what they have just learned.
- We use email reminders to encourage those who attended a course to implement the action plan items they developed to apply the processes learned during the course.
- The local DuPont representative and Business Development Manager are available to provide assistance for successful implementation.

Local Availability

- Your local DuPont representative will complete periodic updates to Services Implementation Plans in your area and schedule courses based on local needs.
- If you wish to attend a specific training class before it is offered in your local area, you can select the most convenient date and location from our national training schedule.



BENEFITS OF ATTENDING DUPONT PERFORMANCE SERVICES EDUCATION COURSES



- Attendees receive a high-quality educational experience directly applicable to their role and can earn AMI credits and I-CAR equivalency credits.
- Support is provided after the course is completed to help attendees apply what they learned.



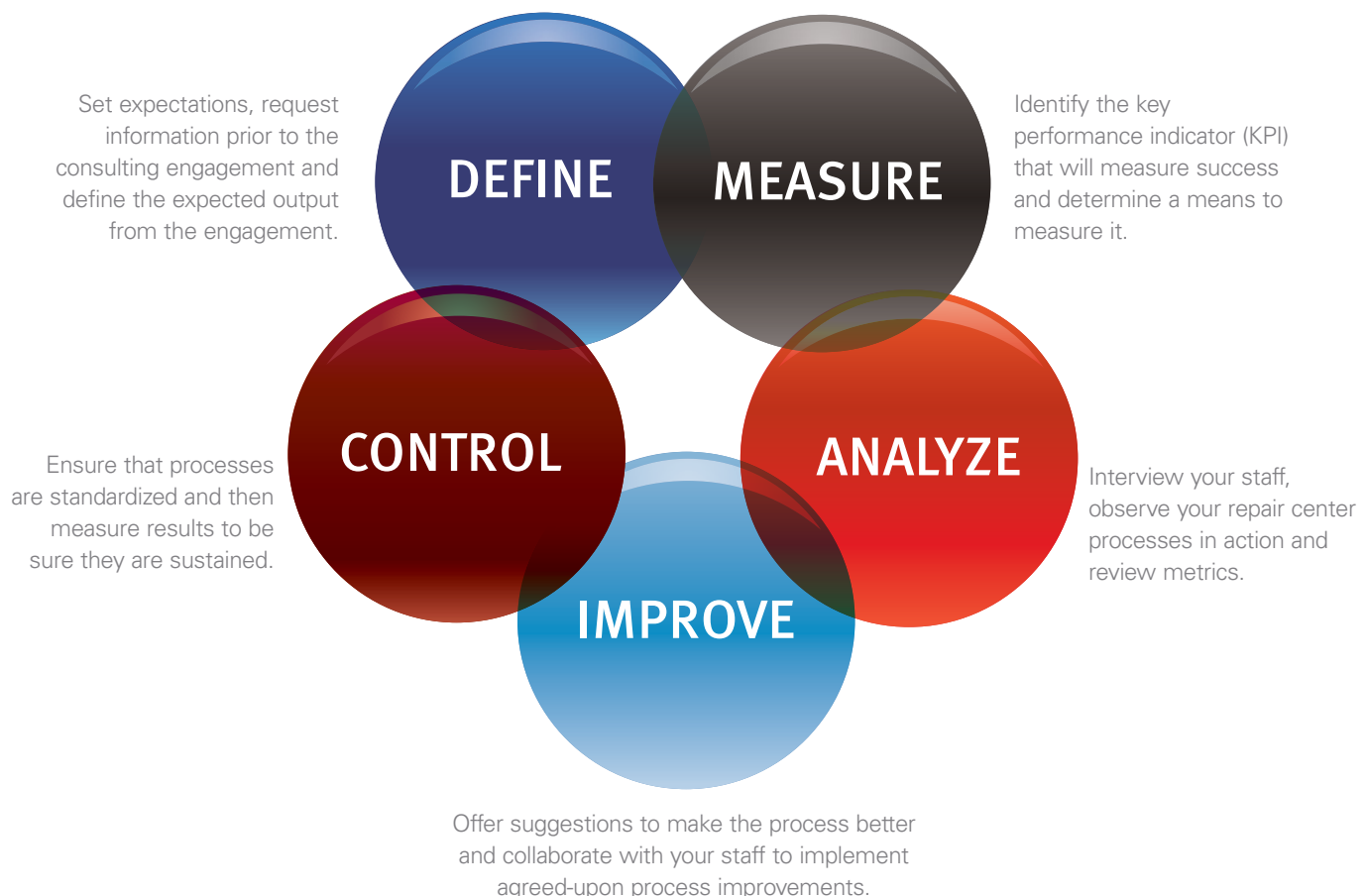


To deliver on our commitment of helping you implement process improvements for your business, DuPont has put in place the collision repair industry's largest

team of Business Development Managers, consultants, certified instructors and Business Council facilitators. But our strength is not only in numbers; it is in the depth of expertise and breadth of experience that this team offers.

Consistent Outcome-Based Consulting Method

When you take advantage of our consulting resources, you can expect a consistent, proven outcome-based consulting approach to be used by all DuPont team members. During a consulting engagement, our expert will:



Consulting Packages Currently Available

“TO” CONSULTING

Demographic Analysis

- Determine best site for a repair center, help drive marketing plans, etc. with the use of an extensive database of geographically based data.

Market Plan Development

- Create a comprehensive marketing plan.

Mystery Shopping

- Conduct a mystery shopping exercise and identify key customer service processes that need improvement.

Estimate Calibration

- Compare estimates to final bills to evaluate what additional procedure page (P-page) items for which you could have been paid.

Fast Track System Implementation

- Implement the marketing tools, training on the sales process, train technicians on the repair process, production management of how to produce fast track repairs, and many more related topics.



“THRU” CONSULTING

5S Implementation, Standardization and Audit Assistance

- Train your staff on 5S, conduct a 5S event OR conduct a 5S audit and then work to provide tools to standardize operations to move toward a 5S state.



Blueprinting

- Implement processes and physical changes to move toward 100% tear down and 0% supplements.

Parts Management

- Implement parts organization, ordering, receiving, invoicing and credit management processes.

Production Management

- Implement effective walkthroughs and release meetings. Refine the creation of production lists to implement resource management.

Waste Walk—Pro-Ficient Audit

- Expose various types and sources of waste with this comprehensive audit. Use process improvement methods to identify the root cause and implement solutions.

Value Stream / Process Mapping

- Use a process audit to document your current process and to identify delays or waste in that process in order to move toward an ideal state.

Financial Management

- Compare your financial performance to industry benchmarks and then consider suggested improvements to achieve improved results.

Implementing Standard Operating Procedures (SOPs)

- Document your current state, compare it to a possible best practice, and then implement a plan to improve the process. Load SOPs in the DuPont Performance Services Operations tool.

Advanced Consulting

- Should your repair center desire intensive effort to implement any principle, DuPont has access to outside experts who can provide advanced or in-depth consulting to help you implement the principles we advocate.

BENEFITS OF USING DUPONT PERFORMANCE SERVICES CONSULTING



- Consulting packages are outcome-based so you get a specific result upon completion.
- Highly qualified experts use a consistent, proven consulting approach that delivers measurable results.



DuPont Approach to Lean Consultancy

Numerous manufacturing process improvement systems have been embraced by the collision repair industry over the past few years, including: Lean, Six Sigma, Theory of Constraints (TOC) and Toyota Production System (TPS). Each of these systems can help you achieve improvements, but choosing the system that best meets the specific needs of your collision repair center—and then determining the best way to implement that system—can be quite challenging.

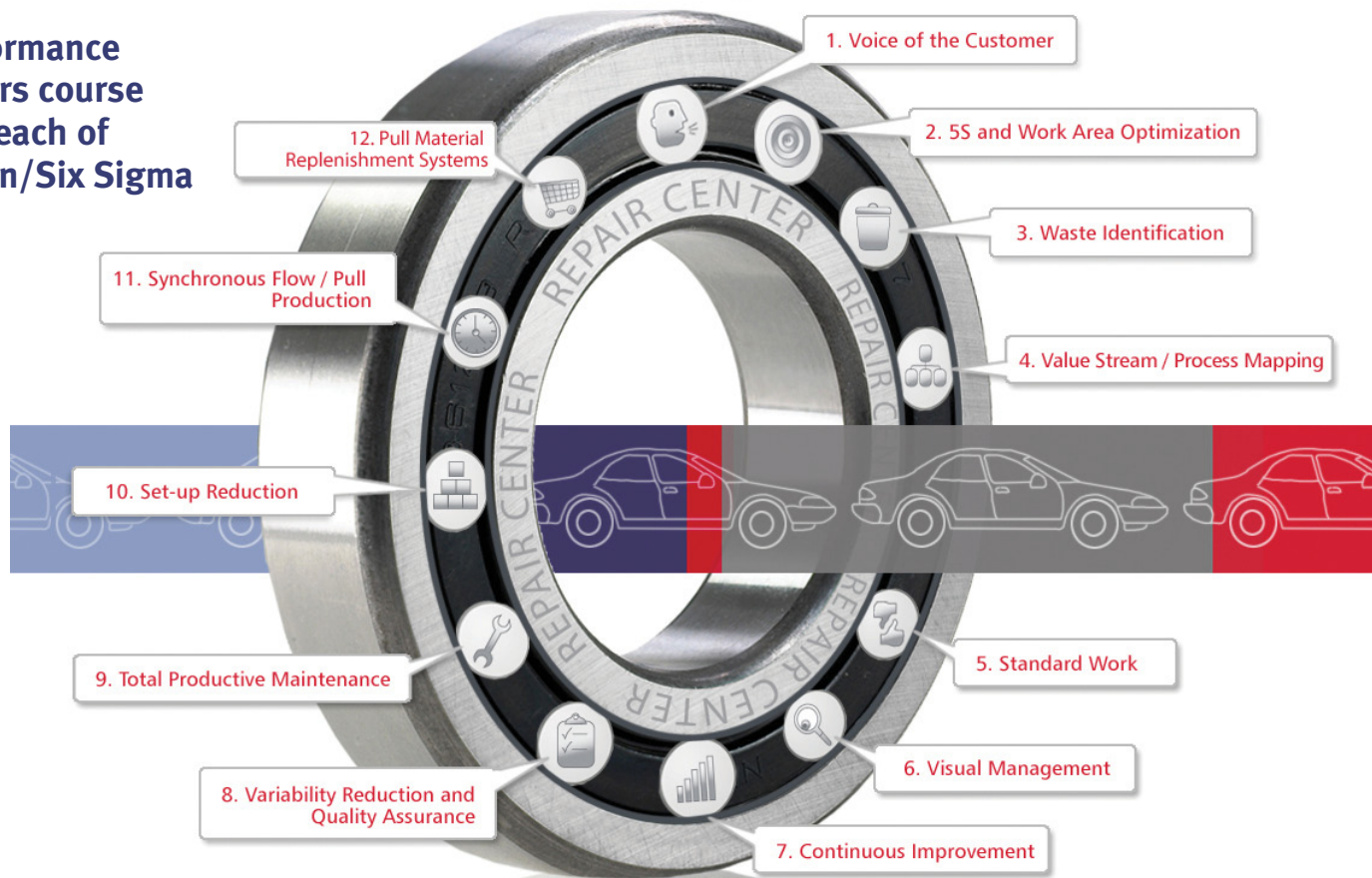
DuPont Pull Production Systems

- That's where the DuPont Pull Production Systems and our team of experts can help. We understand that the best process improvement solution depends on many variables such as work type and flow, equipment being used, company culture, staff members and the facility itself. We also know that even the best system will require some adaptation to be most effective.
- With the DuPont Pull Production Systems, you get the benefit of a flexible and adaptable strategy to apply the process improvement principles that best reflect your repair center's needs. And, our team of experts is available to help you every step of the way.

We have also developed various intelligent scheduling systems and numerous other tools to help you successfully implement pull production.

- Like other paint manufacturers, we offer training on the 12 main principles of process improvement. But the similarity stops there. We use the guided discovery learning model for every course because we know that adult learning requires extensive student interaction to optimize retention. We also offer our course modules in 1-day blocks and provide tools and follow-up assistance to ensure successful implementation of each principle before you proceed to the next one.

DuPont Performance Services offers course modules for each of these 12 Lean/Six Sigma principles.



Implementing the DuPont Pull Production Systems

The DuPont Pull Production Systems can be implemented in a number of ways depending on the specific needs of your collision repair center, including desired pace of change and budget considerations. Although no two implementations will be exactly the same, the process typically includes the following steps:

EXPLORATION

Attend the two-hour “Lean Thinking Overview” clinic and read books on the subject to decide if you are interested in making the cultural changes that are necessary to implement these process improvement methods.

EDUCATION

Attend the one- or two-day “Lean Thinking” course to explore implementing 5S; waste identification and elimination; value stream/process mapping; and, most importantly, leading change. This will help prepare you to make the necessary cultural changes and help you identify which area to focus on for process improvements.

IMPLEMENTATION

Return to your repair center and assess your greatest constraint and identify your sources of waste. Work on your own or with your DuPont Business Development Manager to eliminate those waste sources and prepare for continued process improvement.

EDUCATION

Attend additional course modules to learn about other process improvement principles or to learn about a specific DuPont Pull Production System.

IMPLEMENTATION

Return to your repair center and implement the process improvement principle or DuPont Pull Production System method. Work on your own or with your DuPont Business Development Manager.

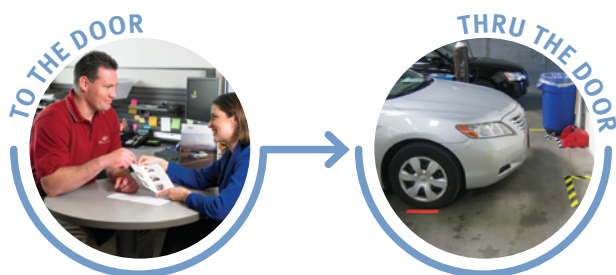
PERFORMANCE GROUP

Join other repairers who seek to move toward a DuPont Pull Production System by becoming a member of a Performance Group. Members share implementation insights to help each other further improve their systems. Some members even travel to each other's repair centers to conduct Lean transformation events.

BENEFITS OF IMPLEMENTING THE DUPONT PULL PRODUCTION SYSTEMS



- Enhanced profitability achieved by reducing inventory and overhead costs; increasing cash turns per month; and improving labor, parts and material gross profits.
- A flexible, adaptable strategy that best reflects your repair center's specific needs and can be implemented as a gradual, modular approach.



For more than 20 years, DuPont has sponsored or facilitated Performance Groups to help our customers tap into the benefits of business benchmarking and networking opportunities.

There are numerous local Performance Groups as well as national groups, which are known as Business Councils. Each group's primary goal is to help its members improve their performance.

- To join a Performance Group, a collision repair center must be nominated by a current member and be voted in by fellow members. Decisions are based on the nominee's perceived commitment to process improvement in their own business and their willingness to share information with others.

Key Performance Indicator (KPI) Report	1st	2nd	3rd	4th	Year to Date	Projected Group At
Body Labor Gross Profit	57.1%	60.0%	57.1%	60.0%	58.6%	
Paint Labor Gross Profit	56.6%	59.3%	56.6%	59.3%	58.0%	
Frame Labor Gross Profit	50.0%	50.0%	50.0%	50.0%	50.0%	
Mechanical Labor Gross Profit	50.0%	50.0%	50.0%	50.0%	50.0%	
Dental Labor Gross Profit	60.0%	60.0%	60.0%	60.0%	60.0%	
Total Labor Gross Profit	56.7%	59.2%	56.7%	59.2%	58.0%	
Parts Gross Profit	26.0%	25.4%	26.0%	25.4%	25.7%	
Paint Gross Profit	26.7%	40.0%	26.7%	44.4%	38.3%	
Sublet Gross Profit	20.0%	22.2%	20.0%	22.2%	21.4%	
Total Gross Profit	43.0%	45.6%	43.0%	56.2%	47.6%	
Productivity	173.3%	175.3%	173.3%	175.3%	174.3%	
Utilization	78.0%	83.3%	78.0%	83.3%	80.7%	
Overall Efficiency	139.2%	146.1%	139.2%	146.1%	140.6%	
Recovery Rate on Labor	\$69.29	\$70.14	\$69.29	\$70.14	\$69.73	
Estimate Conversion Rate	70.7%	67.7%	70.7%	67.7%	69.7%	
Sales Turns	1.40	1.49	1.40	1.85	1.54	
As a Percentage of Total Sales						
Labor	55.4%	56.3%	55.4%	45.4%	52.6%	52.6%
Parts	30.1%	29.0%	30.1%	23.4%	27.8%	27.8%
Paint	10.7%	9.5%	10.7%	26.2%	14.8%	14.8%
Sublet	3.6%	6.0%	3.6%	4.9%	4.5%	4.5%
Operating Expense	37.0%	35.2%	36.8%	27.5%	33.7%	33.7%
Net Profit	6.0%	10.4%	6.2%	28.7%	13.9%	13.9%

- Performance information is entered electronically into a web-based financial benchmarking tool. Reports are generated based on a standard chart of accounts and standardized managerial ratios.
- Group members receive information about individual performance, group performance, most profitable performers, and many other options.

Business Councils

- Meet two to three times per year for two days at a time. (National travel is required.)
- Because competitors are never members of the same National Performance Group, individual financial benchmarks can be fully disclosed, with unanimous group approval, to encourage a frank and open dialog of results.
- Professional facilitators guide each group, with a goal of member participation accounting for 70% of the dialog. Some training curriculum is used.
- No product or service sales pitches are allowed.
- Discussions are kept positive and focused on solutions.
- High standards are set for the sharing of ideas and accountability to follow up on action plans.
- Agenda topics are selected by group members.

Local Performance Groups

- Because direct competitors can be members of the same local Performance Group, individual financial benchmarks are never disclosed. Instead, a group and national average, as well as a top performer comparison, are provided.
- Business Development Managers guide the local performance group, with a goal of member participation accounting for at least 50% of the dialog. Limited training curriculum is used.

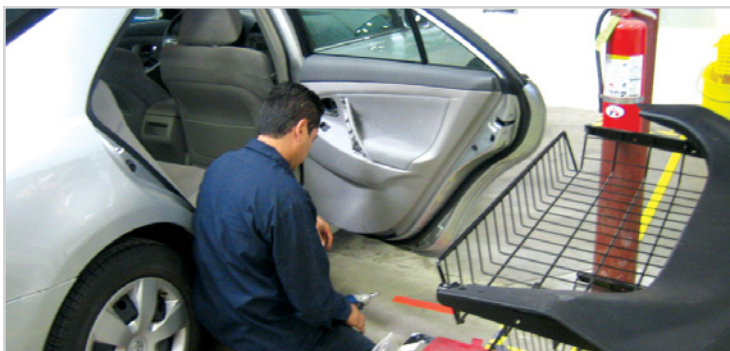
Typical Topics for Performance Groups

“TO” Related

Marketing ideas and their effectiveness
Marketing budgets/plans
Trends related to insurance and fleet claims practices
Selling techniques/packages per customer segment
Customer Relationship Management (CRM)/customer loyalty development strategies

“THRU” Related

Shop tour review
Lean/TOC process improvement methods <ul style="list-style-type: none"> a) 5S activities and audits b) Examples of visual tools c) Quality assurance systems
Production resource planning systems
Practical projects related to implementing Lean
Standard office work related to real-time administration
Pay plans for staff members
Management development



Other

Recruiting ideas
Proper staffing models
Job accountability/descriptions
Pay plans and benefits comparisons
Financial comparisons
Improving cash flow or reducing costs



BENEFITS OF MEMBERSHIP IN A PERFORMANCE GROUP



- Provides an opportunity to look at your business from an outside perspective, helping to provide focus and direction.
- Members typically achieve market share growth and improved operating margins by implementing the ideas shared during the group meetings.



The Performance Alliance is the way we market our network of valued collision repair center customers to insurers, fleets, manufacturers, vehicle owners and other repair sources.

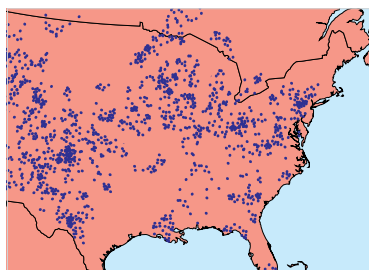
As a member of the Performance Alliance, you will be able to drive work “TO” your collision repair center by leveraging the power of the DuPont brand while capitalizing on your solid history of performance. You will also have access to many valuable services at reduced costs.

- Our web site for this consumer-facing brand—www.PA24.com—is rich with unique features and is heavily promoted to ensure high traffic. In fact, we make a significant investment to achieve premium placement of the web site in major search engines.



- In addition, the DuPont sponsorship of NASCAR® driver Jeff Gordon places the www.PA24.com address in front of millions of people every week.

Performance Alliance Repair Network



- With nearly 2,000 members to date, the Performance Alliance is already one of the industry's largest nationwide repair networks—and new members are joining every month.

- Members are listed based on their location and the types of value-added services that they use.



- For a small fee, members can take advantage of a customizable or standard TV commercial featuring NASCAR® driver Jeff Gordon endorsing Performance Alliance members.

To preview several versions of this commercial, go to our web site at www.pc.dupont.com

Repair Center Locator with a Unique Feature

- Consumers visiting www.PA24.com can quickly and easily locate collision repair centers in their local area that use DuPont products. In addition to convenience, this gives consumers peace of mind that they are selecting a superior collision repair center backed by more than 200 years of DuPont innovation, experience and commitment to safety.
- Our unique “Request an Estimate” feature allows consumers to schedule an estimate in your repair center and enables them to click-through directly to your web site.



Performance Alliance Agreements

- Agreements are in place with numerous vendors to enable network members to earn discounts and incentives for services such as CSI calls, rental agencies, safety compliance, and much more.

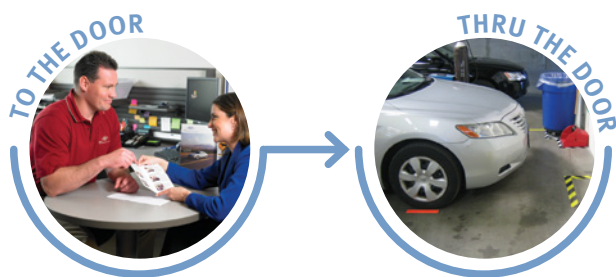


- Through Performance Alliance, agreements exist with other vendors, relative to work provision, to offer Performance Alliance members as a ranked repair network that insurers, DRPs, fleets and auto manufacturers can choose from to schedule repairs.



BENEFITS OF MEMBERSHIP IN THE PERFORMANCE ALLIANCE

- Members are part of a powerful network that has high visibility due to strong promotion and heavy traffic at the consumer web site—www.PA24.com—which helps drive work “TO” their repair centers.
- Network members gain access to valuable services at reduced costs from a wide variety of vendors.



The DuPont Performance Services tools, which can be used individually or as an integrated suite of tools, are designed to help you improve the way you market and manage your business.

Generally, these tools are technology-based via the web or a local application and are available directly from DuPont or from one of our valued alliance suppliers.

Demographic Tools

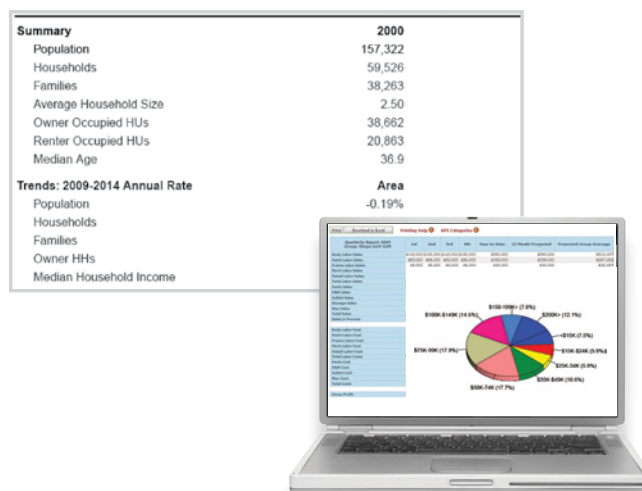
DuPont has integrated several databases, to create the Geographic Market Analysis and Planning System (GMAP). The GMAP System gives our Business Development Managers the tools they need to analyze demographic information that can be critical to business decisions you may have to make. For example:

- If you are considering a site for a new location or acquisition, your Business Development Manager could run site analytic queries and site criteria based on your needs. The GMAP System can then display sites that meet your criteria to help you understand the demographics of the area. These analyses will give you insight to help you decide on your new location.



- If you are planning a targeted marketing program, your Business Development Manager could help you determine the best way to connect with consumers who live in your market area.

- If you are evaluating your marketing tactics, your Business Development Manager could help you with market segmentation by providing information about income levels of the local households, TV or radio station preferences, population changes, and population projections up to 7 years into the future.



Secure Data Transfer Agent

This tool allows you to securely and automatically upload data from your estimating system or from ProfitNet™ Management System via a BMS/EMS upload directly to CSI, rental agencies, insurers, fleets or others who may need limited access to select data elements.

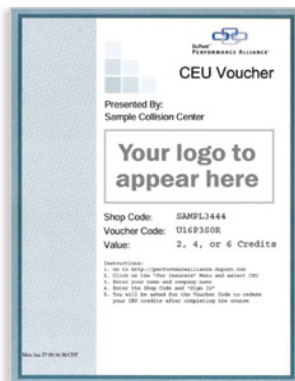
Marketing Tools

Your relationships with your customers, agents and insurers are crucial to your business success. That's why it is so important to "own" these relationships. With our marketing tools, it is easy to:

- Send follow-up letters to unsold estimates, thank-you letters to customers and follow-up loyalty letters whenever you choose, leaving a positive impression with the recipient and helping to keep your collision repair center top of mind with this important audience.
- Obtain customized business profiles and insurer report cards, as well as agency letters that can be personalized with an agent's photo.



- Provide acknowledgement to top referring agents. DuPont offers an agent continuing education tracking tool coupled with a robust and interesting online training curriculum that enables attendees to earn insurance CE (CEU) credits. As you visit agents or claims adjusters, invite them to an open house where you can offer top referring agents coupons that they can use for these courses.



Operations Tools

Documenting your standard operating procedures (SOPs) is an important key to success. It can also be a long and arduous process without the proper tools. With our unique, web-based tool you can quickly and easily document your collision repair center's SOPs and have help with ensuring compliance in the future.

- More than 110 best practice SOPs are pre-loaded to stimulate your creativity, help you match your current state and enable you to create a more thorough document.
- A special testing feature is built-in to help facilitate understanding during the documentation process.
- An audit feature is provided to help you ensure that the SOPs are being consistently followed in practice.

BENEFITS OF USING DUPONT PERFORMANCE SERVICES TOOLS



- Practical, easy-to-use tools provide proven solutions to help drive customers "TO" your collision repair center and improve workflow "THRU" it to optimize profitability.
- Industry-leading collision repair management system gives you instant access to everything you need to measure and manage your business, helping you to improve productivity and profitability.



ProfitNet™ Management System

ProfitNet™ is a cutting-edge computer management system designed specifically to help collision repair centers manage and improve their productivity and profitability. This system assists you in implementing a nearly paperless process and the Lean production dispatching principles to ensure efficiency and profitability in every phase of your operation, so that you get the most out of this unique tool.



ProfitNet

An important feature of ProfitNet™ is that it interfaces with a wide variety of software applications and online tools that are commonly used in collision repair centers, including:

- Audatex Shoplink®, CCC Pathways® and Mitchell Estimating Systems
- QuickBooks® Pro and Business Works™ Accounting Systems
- Reynolds and Reynolds Dealer Management System (DMS)
- ADP® Dealership Management System (DMS)
- OEConnection® CollisionLink®
- DuPont Performance Coatings Business Web Tools
- Gateway Interface

From job costing and resource planning to employee time tracking, invoicing and much more, ProfitNet™ helps you manage your business more profitably. Here are just a few examples of how you can put ProfitNet™ to work:

- Use the Work Planner to schedule estimates, deliveries, training and other activities.



- Use the Estimating Interface to import an estimate and quickly convert it to a RO.
- Use the Scheduling Module to schedule a job and allocate labor based on technician availability and skill set.
- Use the Parts Module and OEConnection® to order, monitor and receive parts electronically.
- Use the Time Card Module for robust tracking of technicians' time and vehicle status to facilitate payroll functions and to determine technician efficiency.
- Use the unique, integrated DuPont color systems formula retrieval information to reduce data entry, aid in job costing per RO and monitor paint and material profitability.
- Use the Accounting Module and DMS interfaces to manage invoices, payments and payroll. This system easily accommodates various pay plans and employee teams for Lean.
- Use the Reports Generator to measure productivity and profitability during and after every repair job.
- Use the Business Development Manager Module to upload key performance indicators (KPIs) from ProfitNet™ to a DuPont Performance Services secure web server for benchmarking.
- Use the Gateway Interface to transfer data to the Performance Alliance Hub and to rental agencies, insurers, fleets or others who may need limited access to select data elements.



We're here to help you—every step of the way.

Whether you are looking for more effective ways of attracting and keeping customers, practical methods for improving productivity or better tools for managing your business, DuPont Performance Services is your source for proven solutions.

To learn more about how our wide variety of value-added services and personalized approach to implementation can help you, contact your local DuPont representative or call 1-800-GET DUPONT.



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For more information, call

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