

NCM[®] 20 Groups for AutoStar Users

**Come for a meeting with your peers
Fort Worth, Texas • July 23-24, 2013**

NCM Associates, in conjunction with AutoStar Solutions, is pleased to introduce our newest BHPH 20 Groups specifically for AutoStar DMS users.

The 20 Group peer collaboration process, which NCM originated more than 65 years ago, remains the standard by which all programs are measured. The concept, then and now, is smart and simple: Bring together similar, non-competing business owners to exchange best practices, experiences, ideas and strategies, and set the stage for good operators to learn from each other to become even better. Members commit to change and hold one another accountable.

This innovative format allows NCM's AutoStar 20 Group members all the features and benefits of a traditional NCM 20 Group, plus the added benefit of having the conversations be AutoStar centric with specially-designed user labs to help you optimize your DMS to generate higher profits in your BHPH operation.

AutoStar 20 Groups will meet three times per year for 1½ days in locations determined by you, the members. In the meetings, members review and compare their BHPH operation with group peers. Members receive a monthly composite of comparative statistics which are easily extracted from your AutoStar DMS. This invaluable composite allows you to see where you rank against your fellow group members and the NCM BHPH Benchmark[®] averages.

And like all NCM BHPH Groups, AutoStar 20 Groups are self-governed, which means members determine membership profiles, meeting dates, locations, and agenda content. Meeting topics include, but are not limited to:

- ★ AutoStar DMS Best Practices
- ★ Accounting and Reporting
- ★ Advertising & Marketing
- ★ Aftermarket Products
- ★ Collections and Receivables
- ★ Employee Productivity
- ★ 24/7 Peer Communication
- ★ Delinquency Percentages

Be among the first to learn of AutoStar's upcoming software changes!

Call 877.803.3627 or visit www.ncm20.com/bhph. Someone from NCM's Client Resource Center will be following up to answer any questions you may have and to determine your level of interest in being a member of this very special program.



20 Groups for AutoStar Users - Frequently Asked Questions

What is an NCM® 20 Group?

A group of peers from non-competing markets who discuss their businesses, in detail, with the express intent of improving their sales and net-profits. This group is about changing your score, not keeping score.

Why is AutoStar supporting the NCM 20 Group program?

Recognizing that business owners and operators need to have resource options available to them as they work to improve their businesses, AutoStar believes this program is one to fill your needs.

How will an NCM AutoStar 20 Group benefit my operation?

Everyone benefits from the overview of their financial data and operational information. Open discussions of best practices are shared and taken home to be implemented. Each month you will receive a specially designed financial composite comparing your operation with that of your group. In addition, each meeting will include a presentation by AutoStar focused on how to best utilize the software as a tool for accounting, reporting, collections, etc.

How often do these groups meet?

Because each group is self-governing, each group will ultimately decide how often to meet. Groups typically meet three times per year in four month intervals.

Who decides what is discussed at the meetings?

The group members decide the agenda topics. Generally, groups have their elected executive committee or the next three meeting chairs (who act as an agenda committee) work with their group moderator to create the meeting agendas and to facilitate many other services NCM provides. Again, the group decides.

How do members communicate between meetings?

NCM provides members with NCM Community, a secure, online social media platform on the group website as well as a secure email listserv.

What do I need to do to join?

Complete the member application below and fax it to 913.273.0937 or email it to sales@ncm20.com.

BPHH 20 Group Application

Source of Application: _____ Date: _____ Applicant Name: _____

Title/Position: _____ Email: _____

Business Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Cell: _____

Check all that apply: Single point location Multi-point location Related finance company

| Lot/Location | # of Units Sold/Month | # of Outstanding Accounts | \$ Value of Outstanding Accounts | Type of Customer Software |
|--------------|-----------------------|---------------------------|----------------------------------|---------------------------|
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

How long have you been at this location? _____ Age of facility? _____

% of business that you own? _____

Names, relationships, ownership % of other owners:

Name: _____ Relationship: _____ % of ownership: _____

Name: _____ Relationship: _____ % of ownership: _____

Name: _____ Relationship: _____ % of ownership: _____

If you own other businesses or dealerships, indicate location, franchise, and % of ownership? _____

Please return completed application via email to sales@ncm20.com ★ fax: 913.273.0937 or mail to: NCM Associates 10551 Barkley Suite 200, Overland Park, KS 66212 ★ Call 877.803.3627 with questions.