

CLIENT SERVICES

Update

June 2001

Tip of the Month

Which files should I use if I want to run QUERIES on the Accounts Receivable Files?

The following files contain all the A/R and cash receipts information. They are all DDS defined & can be queried at any time.

- **ARFILE**: This file contains the A/R information from the last time statements were run. It is only updated/recreated when A/R statements are run.
- **ARHIST**: This file contains all of the A/R payment history (<F9>) through key cash receipts. It is updated whenever a billing or C/R update is run.
- **C/R**: This contains all of your current A/R information. It is updated whenever a billing or C/R update is run.
- **MNCR**: This file contains all of your cash receipts information since the last A/R statement run. It is cleared out whenever A/R statements are run.
- **MNAR**: This file contains all of your A/R invoices since the last A/R statement run. It is cleared out whenever A/R statements are run.
- **MNGLCR**: This file contains the same information as MNCR, with the following exception: MNCR is emptied when A/R statements are run; MNGLCR is emptied when A/R month end is run. For those customers who run statements earlier than month end (for example, on the 25th of the month) you could query MNGLCR just before you run A/R month end and you would get all of your cash receipts since the last A/R month end.

Just A Reminder...

...to all customers, when calling Client Services, please use 519-474-3700 to ensure your call will be answered in a timely manner. Any inquiries for Accounting, Sales & Marketing or Price Tapes, please use 519-474-3300 and the person's extension.

eServices is Released

eServices is designed to extend your business system functionality to your end customer via the Internet.

With **eAccount**, customers can look up the status of their account, view details of outstanding balances, and reproduce invoices without having to call the dealership.

eEquip allows customers to view information about equipment they own. A customer may now view service history, recommend maintenance schedules, and detailed descriptions and parts list of each recommended service job.

This release of **eParts** offers enhanced multi-branch and multi-user features. It also handles prefixed part numbers, subs and cross-referenced parts more completely.

eQuotes allows end users to request quotes, as well as update outstanding quotes. They can accept a quote and schedule service, or request a requote if the quote has expired.

eHistory allows customers to look up their work orders and identify repairs, check their own rental invoices, or find out what parts they purchased for a particular machine last year.

eSales will allow you to tag your used equipment for publication on your eServices web site. That way, customers can browse your inventory at their convenience.

For more information on eServices, visit <http://demo.pfw.com>.

Visit PFW on the web at www.pfw.com



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